

# REVISED Board Box

MARCH 20, 2014

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## BOARD BOX ITEM #1

MARCH 20, 2014

TO: BOARD OF DIRECTORS

FROM: ANDRE COLAIACE, DEPUTY EXECUTIVE DIRECTOR, PLANNING AND  
GOVERNMENTAL AFFAIRS

RE: RECAP OF RECENT LEGISLATIVE/MEDIA ACTIVITIES

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**Federal Legislative Activities:** I recently attended the annual APTA Legislative Conference in Washington DC from March 8<sup>th</sup> to the 11<sup>th</sup>. As always, it was an interesting mix of committee meetings and general sessions that gave a good snapshot of what's happening with transit policy on the national level.

On Sunday morning, I met with Access Services' federal advocate, Len Simon, to discuss Access' federal legislative activities for the upcoming year. Then I attended the Legislative Committee meeting, which featured an update from Acting FTA Administrator Therese McMillan on the upcoming FTA budget. Later, I attended the Access Committee meeting where attendees were briefed by FTA staff on draft guidance covering the Americans with Disabilities Act and its requirements for providing complementary transportation. It was suggested to FTA that their publication was better suited as a "Best Practices" manual rather than as a guidance document. Access staff will be putting together comments on this document in the near future.

On Monday, attendees heard from Secretary of Transportation Anthony Foxx who discussed President Obama's \$302 billion, four-year MAP-21 reauthorization proposal. Most importantly for transit agencies, the FTA's budget would rise by nearly 70 percent, going from \$10.8 billion to \$17.7 billion. Most of that is in transit formula grants, which the White House wants to see rise from \$8.6 billion to \$14 billion next year. The Secretary promised that the Administration would be submitting a bill to Congress in the coming months.

Time is of the essence because DOT is now projecting that the Highway Trust Fund will run out of money as soon as July. The Mass Transit Account (of the Highway Trust Fund) is projected to run out of money at some point in Fiscal 2015. As Politico recently reported, "Lawmakers were already under pressure to come up with the billions of dollars needed to avert a shutdown of federal funds, but the new DOT estimates make things even more urgent. Congress will have to act before the August recess or states will cancel road, bridge and rail projects as the federal government slows down and then stops sending checks for projects."

If you have any concerns or questions, please feel free to contact me at 213/270-6007.

## BOARD BOX ITEM # 2

MARCH 20, 2014

TO: BOARD OF DIRECTORS

FROM: FAYE MOSELEY, HUMAN RESOURCES CONSULTANT

RE: NEW EMPLOYEE UPDATE

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### New Employees

**Kimberly Scott** recently joined Access Services as a **Customer Service Representative**. In this role, she will be responsible for handling calls from prospective or current customers, stranded passengers, resolving passenger issues and determining trip eligibility. Kimberly will report directly to Marcia Velis, Customer Service Analyst.

Prior to joining Access, Kimberly was a Package Handler with UPS. She also worked with UAW Labor Employment as a Clerical Program Assistant, Bally Total Fitness as a Customer Service Representative/Retail and J.C. Penny as a Sales Associate. Kimberly is a graduate of the Angeles College of Nursing and is a Licensed Vocational Nurse. She graduated from Environmental Charter High School.

**Hector Rodriguez** has joined Access Services as **Controller**. In this newly created role, Hector will be responsible for managing and administering the finance, accounting, treasury, payroll and data analytics functions for the organization. He will be responsible for providing advice and financial information to the Executive Director, Chief Operating Officer and Board of Directors regarding Access Services' financial activities and position. Hector will report directly to F Scott Jewell, Chief Operating Officer. His direct reports will include Kandy Kuo, Manager of Finance, Mark Glanzman, Procurement and Contracts Administrator and the Manager of Analytics & Process Oversight.

Hector has more than 20 years of experience in the public sector, finance/accounting and operations arena. Prior to joining Access, he spent 2 years in each location as the City Manager/Finance Director for the City of Cudahy and the City of Barstow. He spent 9 years with LACMTA in various roles as Executive Officer of Operations, Chief Financial Analyst and Manager of Small Business Programs. He was the Director of Accounting for 4 years at MV Transportation, Inc./First Transit, Inc./Coach USA where he was responsible for profitable operations for 23 divisions in 6 states ensuring fiscal controls of all divisions within his region. He also worked with RPI, Inc. as a Manager of Finance and Operations. Hector earned his MBA from Pepperdine University and BS in Business Administration from Cal State Long Beach. He holds a professional certification in Organizational Development from UCLA's Anderson School of Business. He participated in the International Travel Studies Program as a Study

Mission Member on the subject of *Public Transportation Systems as the Foundation for Economic Growth*. He has completed continuous educational training in a number of programs including Dale Carnegie.

**William "Bill" Tsuei** has joined Access Services as **Senior Manager, Information Technology**. In this newly created role, Bill will be responsible for the management of the technology applications of the organization, including information technology, computer hardware and software, telecommunications, data processing and reporting mechanisms. He will be responsible for the coordination of such functions with other departments and groups within the organization as well as external users, vendors, consultants and customers of such functions. Bill will report directly to Faye Moseley, Deputy Executive Director, Administration. His direct reports will include Ruben Prieto, Systems Analyst and Ngan Adams, Senior Database Administrator.

Bill has over 20 years of experience in the public sector, information technology and operations arena. Prior to joining Access, he was the Senior Manager/Senior Solution Architect–SAP Practice with Ciber, Inc. He spent 6 years as Director of Technology with Omnitrans. As the Head of IT at Omnitrans, he managed agency wide information technology operations including network services, help desk activity, data center operations, application development, security, quality control, testing and business analysis for this public transit agency serving the County of San Bernardino. Bill was also the Managing Director of Oguma US, LLC., Executive Vice President of Eastern Home Shopping Network (Taipei, Taiwan & Los Angeles, CA), Chief Information Officer for Cashbox Corporation (Taipei, Taiwan & Shanghai, China) and Chief Information Officer for ETWebs, Inc. He began his career as an Associate Director/Senior Database Architect with Cambridge Technology Partners.

Bill earned his Master of Accountancy and Financial Information Systems at Cleveland State University and Bachelor of Business at Tamkang, University (Taipei, Taiwan). He was in the Leadership APTA Class of 2012, Chair of the APTA IT Committee and Vice Chair of APTA Emerging Technology Committee. He holds the following certifications - Certified Public Accountant in Ohio, Certified PMP (Project Management Professional), Certified Scrum Master (CSM), Certified SAP Solution Associate and Certified ITIL V3 Professional.

## BOARD BOX ITEM #3

**MARCH 20, 2014**

**TO: BOARD OF DIRECTORS**

**FROM: CHARLENE MOTTA, ADMINISTRATIVE ASSISTANT**

**RE: OUT OF STATE TRAVEL**

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The following is a list of out-of state meetings for March 2014.

**APTA 2014 Legislative Conference, Washington, DC,**

**March 9 – 11, 2013  
Washington, DC**

The below mentioned Access Services staff member traveled to Washington, DC, to be a part of the APTA Legislative Conference. The conference highlights were: Most up to date information on the DC political scene, Transportation Insider on Funding and Finance, Appropriations and the Next Authorization Bill.

Conference participants had the opportunity to attend sessions on important legislative issues that congress will consider in the year ahead, as well as interact with elected officials and the congressional staff members working on those issues as well as network with industry peers.

*Andre Colaiace, Deputy Executive Director, Planning and Governmental Affairs*

**MV-1 Production Launch, Southbend, Indiana**

**March 11, 2014  
Southbend, IN**

The below mentioned Access Services staff members traveled to Southbend Indiana to be a part of the MV-1 Production Launch. Mobility Ventures LLC, designer and manufacturer of the first American vehicle purpose-built and designed from the ground up in support of wheelchair users to meet or exceed the guidelines of the Americans with Disabilities Act (ADA), has launched production of its 2014 MV-1 universally accessible vehicle. Vehicles are now rolling off the assembly line and being processed for immediate shipment to its nationwide MV-1 dealer network.

The 2014 production launch was commemorated with a ceremony at AM General's world-class, 675,000 square-foot Commercial Assembly Plant in Mishawaka, Ind., where the vehicle is

built. On hand for the ceremony were dignitaries who ranged from local, State and Federal political leaders, transportation and disability advocacy groups...to commercial and consumer customers, dealers, suppliers and union officials. The assembled group hailed the contributions of the thousands of people associated with launching the production of the revolutionary MV-1 fleet of vehicles. Following the ceremony, dignitaries were provided guided tours throughout the MV-1 production facility, where they could see, first hand, the unique and efficient ways the vehicles are assembled.

*Rick Streiff, Manager of Fleet Design and Maintenance*

## BOARD BOX ITEM #4

**MARCH 20, 2014**

**TO: BOARD OF DIRECTORS**

**FROM: MATTHEW AVANCENA**

**RE: ACCESS DEMAND FORECASTING REPORT 2014**

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ADA Case Law, specifically the case of Anderson v. Rochester-Genesee Regional Transportation Authority, requires that a complementary ADA paratransit system must be planned, designed and implemented to meet 100% of the projected next-day trip demand. Given this requirement, Access has retained a consulting firm, HDR Engineering Inc., to develop annual and longer-term ridership forecasts that are used as the basis for our annual budget. HDR's most recent report can be found by following the link below. Please note that this report, for the first time, includes a new methodology that forecasts paratransit demand for each of our service regions separately. In addition, the report also includes two new analyses: an analysis of peer systems and an analysis of new applicants.

<http://accessla.org/uploads/files/Access%20Demand%20Forecasting%20Report%202014.pdf>

## REVISED

### BOARD BOX ITEM #5

MARCH 20, 2014

TO: BOARD OF DIRECTORS

FROM: MIKE GREENWOOD, DIRECTOR OF SAFETY & RISK MANAGEMENT

RE: SAFETY UPDATE FOR FEBRUARY 2014

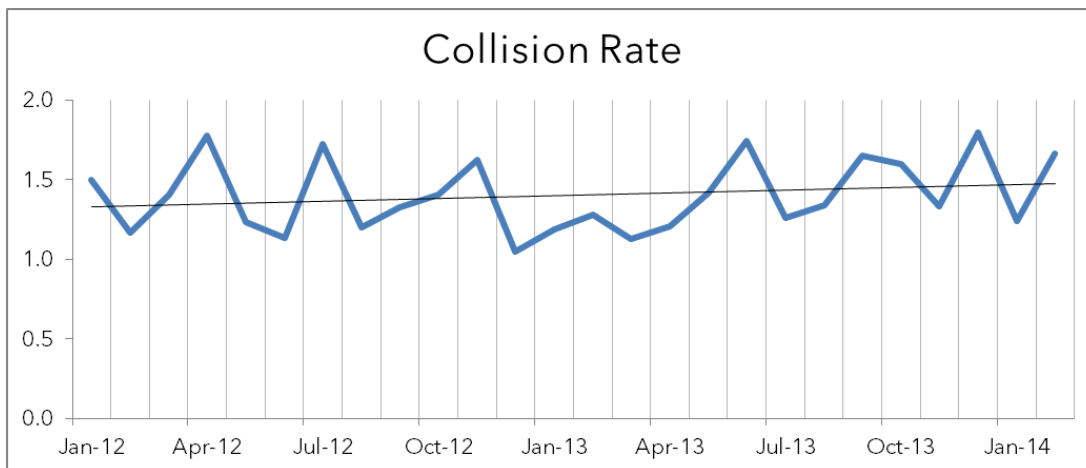
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#### Key Safety Indicators

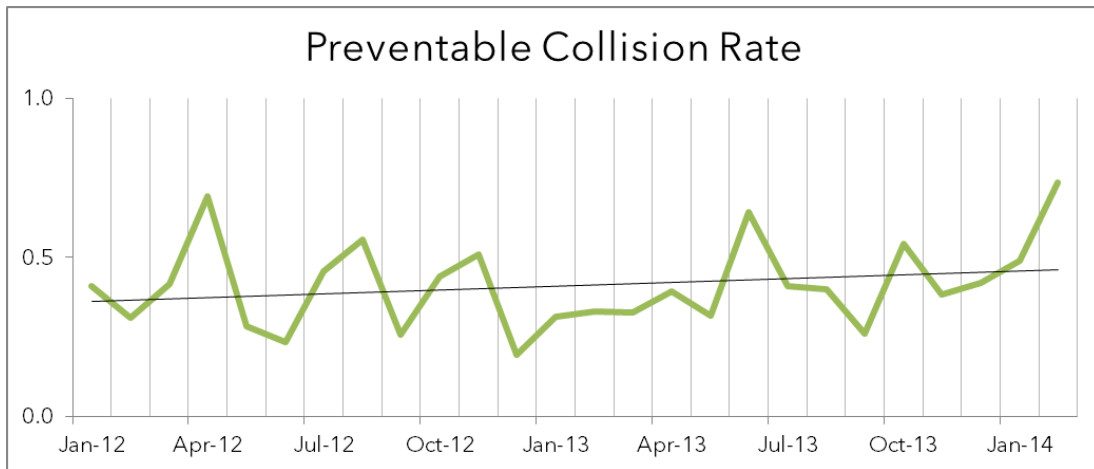
Access' collision rate in February 2014 was 1.67 collisions per 100,000 miles (compared to 1.28 in February 2013).

Access' Preventable Collision Rate in February 2014 was 0.73 preventable collisions per 100,000 miles.

The increase in both rates is likely due to increased traffic congestion and ridership in February.





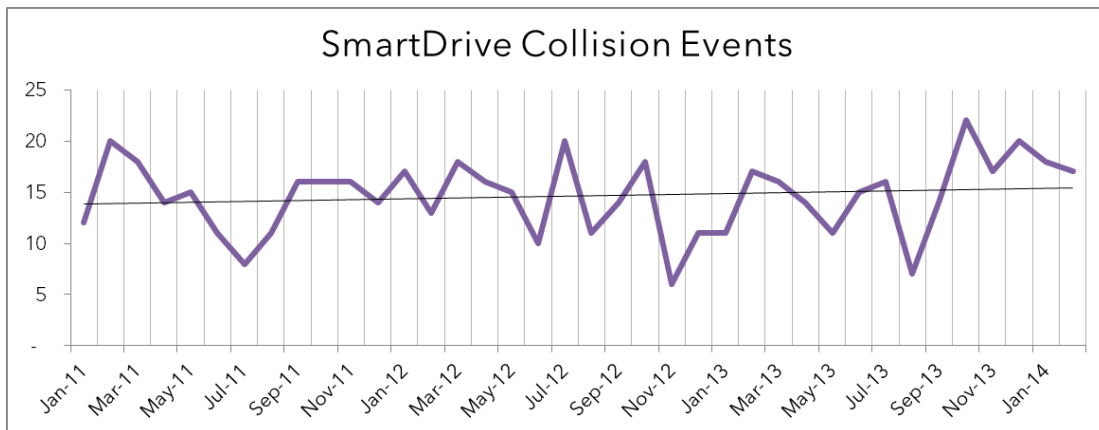


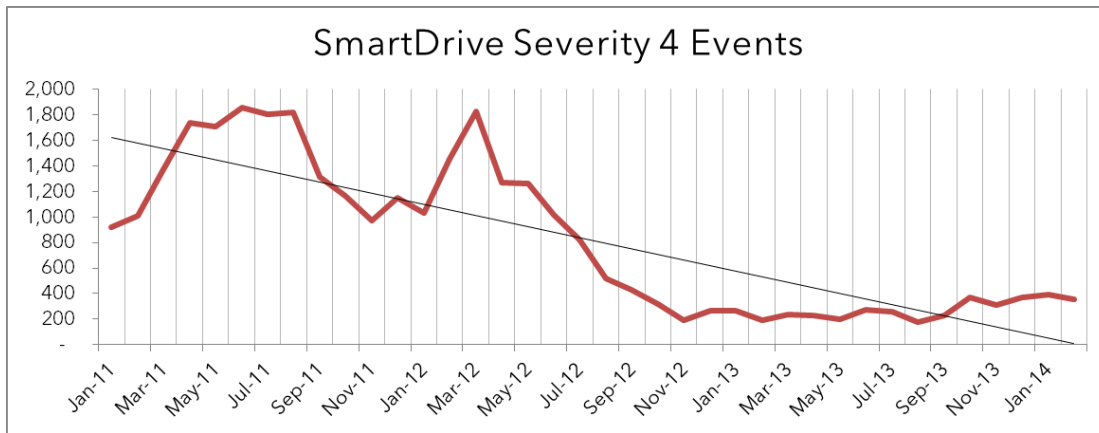
### **Quarterly Safety Campaign Program**

In February 2014, staff implemented a campaign to reduce driver speeding. The campaign featured a 5-minute video on the dangers of speeding and face-to-face interaction between Access staff and drivers. Based on the quantity of Smart Drive video events identified as speeding related, the campaign saw a significant reduction for the four-week period after the campaign.

### **SmartDrive Events**

February 2014 saw a decline in most SmartDrive event categories compared to January. In February, a total of 17 collisions and 357 severity 4 events were captured.





### **Safety Steering Committee**

In February, the Safety & Risk Management Department initiated a new Safety Steering Committee which meets monthly and includes all six service providers. The committee's goal is to jointly review collision and incident trends, develop strategies to reduce both, and to take full advantage of tools such as SmartDrive. The committee is working on an extensive safety campaign for this coming spring with the focus being on backing-up collisions – Access' most prevalent preventable accident type.

## BOARD BOX ITEM #6

MARCH 20, 2014

TO: BOARD OF DIRECTORS

FROM: F SCOTT JEWELL, CHIEF OPERATING OFFICER

RE: ROLLING BOARD MEETING CALENDAR

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The following are items tentatively scheduled to be addressed by the Board through the next three regularly scheduled Board meetings.

April 28, 2014

Item	Description
Approve Purchase	Paratransit Vehicles
Approval	Modify Contract Terms – Diversified/Keolis (AS-3116)
Approve Extension	West/Central Service Region (AS-2364)
Approval	Internet Services Contract (AS-2940)

May 19, 2014 *Meeting will be held at Access Services Headquarters*

Item	Description
Approval	Self-Insured Retention Automobile Liability Program
Approval	Commercial Business Package Insurance
Approval	Health and Benefit Insurance Contracts

June 23, 2014

Item	Description
Approval	Budget FY2014/2015
Approval	Backup Transportation Services
Approval	Paratransit Vehicles

## BOARD BOX ITEM #7

MARCH 20, 2014

TO: BOARD OF DIRECTORS

FROM: DONNA CISCO, ADMINISTRATIVE MANAGER/BOARD LIAISON

RE: RECAP PROCEEDING OF MARCH 17, 2014 BOARD MEETING

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### RECAP OF PROCEEDINGS BOARD OF DIRECTORS MEETING

MONDAY, MARCH 17, 2014

Access Services Headquarters

Council Conference Room, 3<sup>rd</sup> Floor

3449 Santa Anita Avenue, El Monte CA 91724

ITEM NO.	SUBJECT ITEM	ACTION TAKEN
3	CLOSED SESSION	None
5	Review & Approval of Minutes From the Board Meeting On January 27, 2014	Approved
8-a	Consideration to Extend the Contract with LPM Consulting Inc. (AS-2793)	Approved/On Consent Calendar
8-b	Consideration to Extend the Contract with Corvel Enterprises Comp. Inc. (AS-2744)	Approved/On Consent Calendar
8-c	Consideration to Extend the Mobility Device Marking Contract (AS-2853)	Approved/On Consent Calendar
8-d	Consideration to Extend the Santa Clarita Service Area Contract (AS-2602)	Approved/On Consent Calendar
8-e	Consideration to Amend Contract for TAP Card Production (AS-3030)	Approved/On Consent Calendar
9	Consideration to Extend The Eligibility Determination Service Contract (AS-2441)	Approved
10	Consideration to Award Consulting Contract For Survey Consulting Services	Approved

11	Access Services Budget Update	Information Item Only no approval needed
12	Status Update on Metro's Review of Access Services	Information Item Only no approval needed

## BOARD BOX ITEM #8

**MARCH 20, 2014**

**TO: BOARD OF DIRECTORS**

**FROM: ERIC HAACK, STRATEGIC PLANNER**

**RE: VOLUNTEER DRIVER PROGRAM**

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### Update on Access Services' Involvement with Los Angeles County's Volunteer Driver Programs

Access recognizes that the continuation and expansion of Los Angeles County-based volunteer driver programs can provide Access customers with an additional transportation choice and also has the opportunity to reduce customer trip demand on Access' fleet. At Board request, staff has prepared a report on Volunteer Driver Programs and Access' activities to promote and expand them.

### Volunteer Driver Programs – Common Elements

There are multiple models in existence (even in Los Angeles County) with respect to what constitutes a volunteer driver program. However, some of the most common features are as follows:

- 1) Drivers use their own private vehicles and are not paid by an agency to provide transportation;
- 2) In some cases the customer chooses their driver (neighbor or friend), but in some cases the volunteer driver program can "match" drivers with customers;
- 3) The volunteer driver program issues a reimbursement check repaying the driver for the per-mile cost of providing the transportation to the customer;
- 4) Transportation services often exceed the standards of the ADA, by allowing for door-to-door and door-through-door transportation if needed, as well, trips can offer "social" benefits as drivers and customers can run multiple errands instead of simply having "point-A to point-B" transportation and, lastly, a driver can wait for a customer during a grocery trip or medical appointment.

### Access Services Participation with Other Volunteer Driver Programs/Trainings

Access staff conducted extensive research on volunteer driver programs operating both inside as well as outside of Los Angeles County. Access staff attended an orientation on Riverside County's T.R.I.P. volunteer driver program in early February 2011 in which the manager of the

program described how the agency determines the eligibility of its customers, how it monitors the trips provided and also how the reimbursement process works for its agency.

Access also instituted an extensive search for other volunteer driver agencies and, in its search, made contact with the San Diego County Volunteer Driver Coalition. Access staff attended some of the meetings held by the San Diego coalition and learned from the different participants in that program of the number of trips these programs provided annually and also the variety of operational models that were being utilized.

Through its search, Access discovered four distinct volunteer driver programs in current operation in Los Angeles County:

- 1) Community Connections, Claremont, Pomona Valley and western San Bernardino County;
- 2) ITN, West Los Angeles and Santa Monica;
- 3) Jewish Family Social Services (JFSS), Park La Brea/West Los Angeles;
- 4) Jewish Family Social Services (JFSS), Long Beach

#### Volunteer Driver Summit and Volunteer Driver Coalition

Access Services reached out to the different Los Angeles County-based volunteer driver programs and in March 2012, hosted the first Volunteer Driver Summit at its offices in El Monte. The Summit provided a forum for the different programs to meet with one another, to understand the different methods each program uses to promote its program, and most importantly, to share information about problems and solutions each program was facing in its operations.

The Summit was such a successful venue for the different programs, along with other non-profit agencies with clients who could benefit from volunteer driver programs or non-profit agencies that were seeking information before launching their own volunteer driver programs that Access began to host additional meetings.

Meetings of the volunteer driver programs were hosted at Access Services' offices in El Monte quarterly and began to include participants from outside of Los Angeles County (ex. San Bernardino and Orange Counties). The core group of attendees named itself the Southern California Volunteer Driver Coalition.

Meetings of the Southern California Volunteer Driver Coalition are held quarterly and continue to serve the role of allowing different transportation programs to meet and discuss the challenges of starting (or operating) a volunteer driver program.

#### Access Services Volunteer Driver Program Grant Funding Opportunities

In 2012, Access Services, in partnership with the other members of the Southern California Volunteer Driver Coalition, applied for a New Freedom grant through Metro to help develop

marketing for those programs and also to expand their existing services elsewhere in Los Angeles County.

The volunteer driver marketing grant application was not successful in the competitive process for limited New Freedom funding during the 2012 funding round. However, Access continued to investigate ideas to partner with existing programs and/or develop its own volunteer driver program.

Access recently considered the option of launching its own volunteer driver program in the City of El Monte. The program would be designed to target existing Access customers to provide them with information of another transportation option available for them.

Access staff recently met with staff from Community Connections, a volunteer driver program based in Claremont which provides service from West Covina into western San Bernardino County. The Community Connections program is designed very much after Riverside County's existing T.R.I.P. program, which is a program format, which – for Access – seems to be a relatively simple program to launch and maintain.

The Community Connections staff provided a great deal of insight as to steps Access should undertake (including partnering with another agency that works more directly with seniors and persons with disabilities in the community), prior to undertaking the start of a program.

#### Next Steps

Access will continue to serve in its coordinating role with the Southern California Volunteer Driver Coalition and serve as a supporting agency for the different programs throughout Los Angeles County. Access staff is in the process of developing a regional map of volunteer driver services as well as compiling statistical data to see how many trips are being performed annually.

Also, at this time, Access will continue to seek out partners and investigate options for ultimately launching a volunteer driver program of its own, but further research is needed to ensure that, when and if Access does pursue starting a volunteer driver program, that it will be a sustainable program and meet the goals Access seeks to achieve with this program.

For more information on the Southern California Volunteer Driver Coalition or Access' proposed volunteer driver program, please contact either Matthew Avancena or Eric Haack.



## BOARD BOX ITEM #9

**MARCH 20, 2014**

**TO: BOARD OF DIRECTORS**

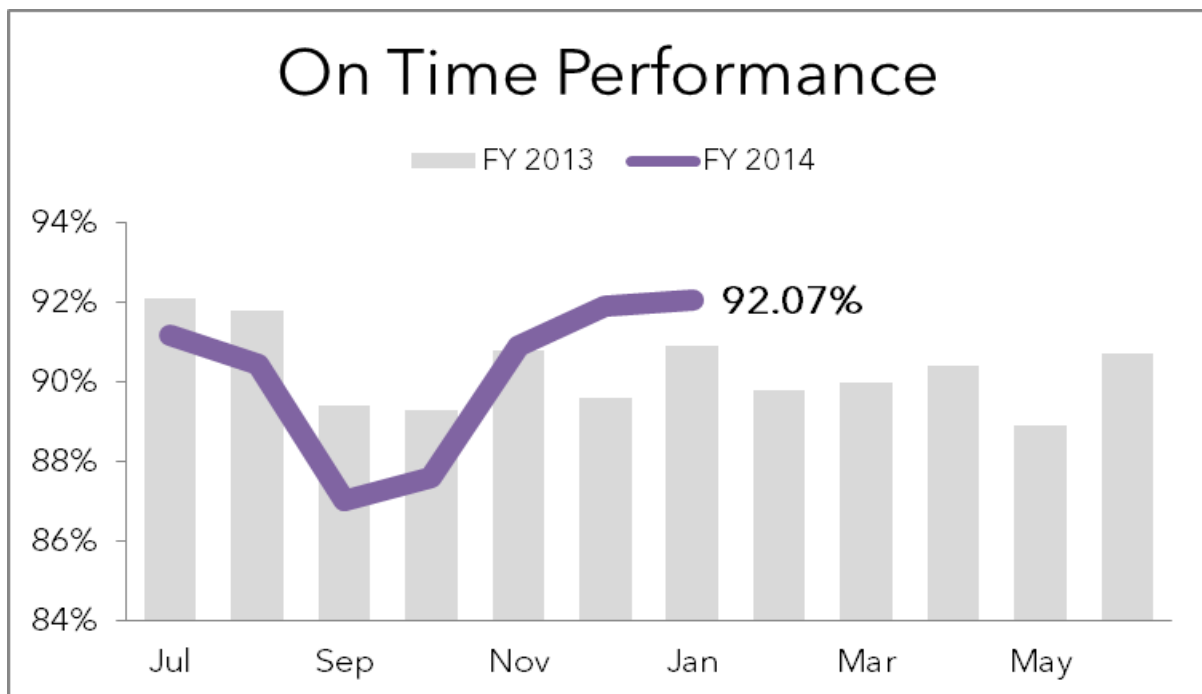
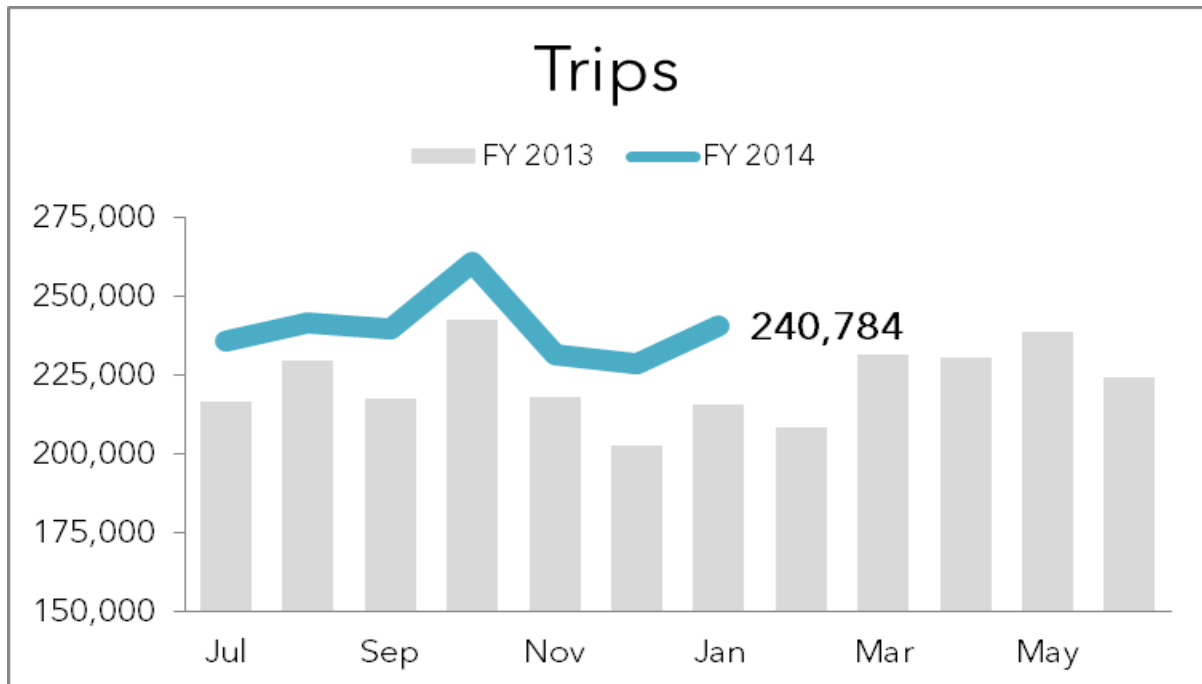
**FROM: MELISSA THOMPSON, OPERATIONS ANALYST**

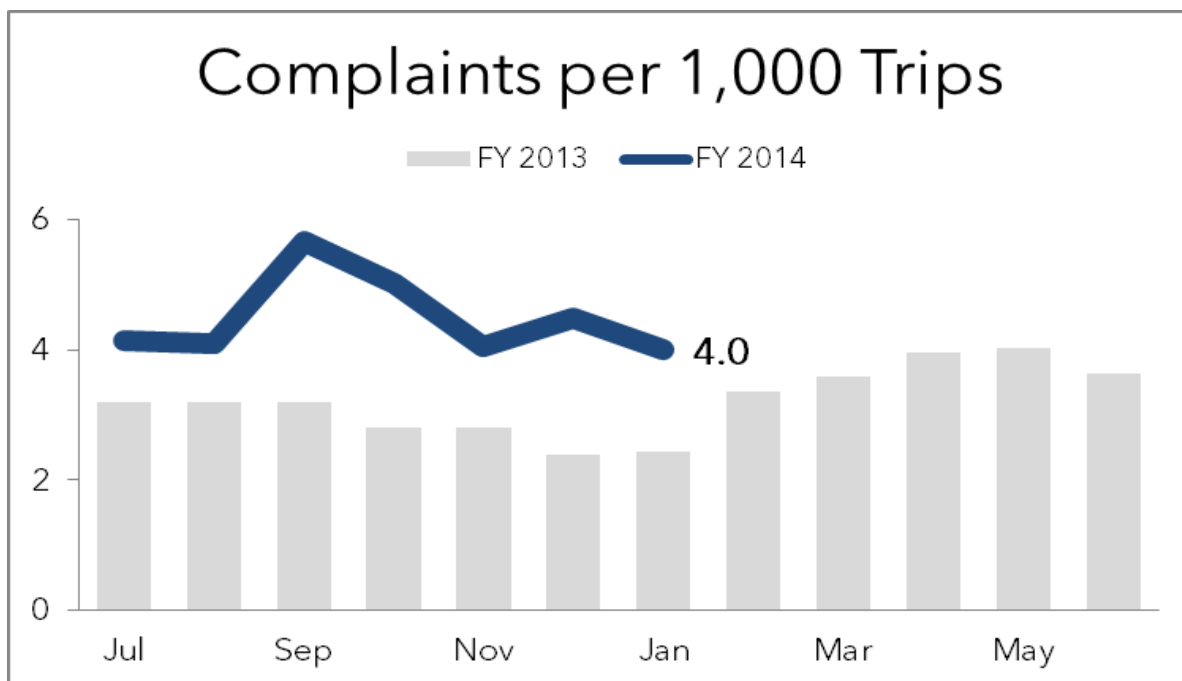
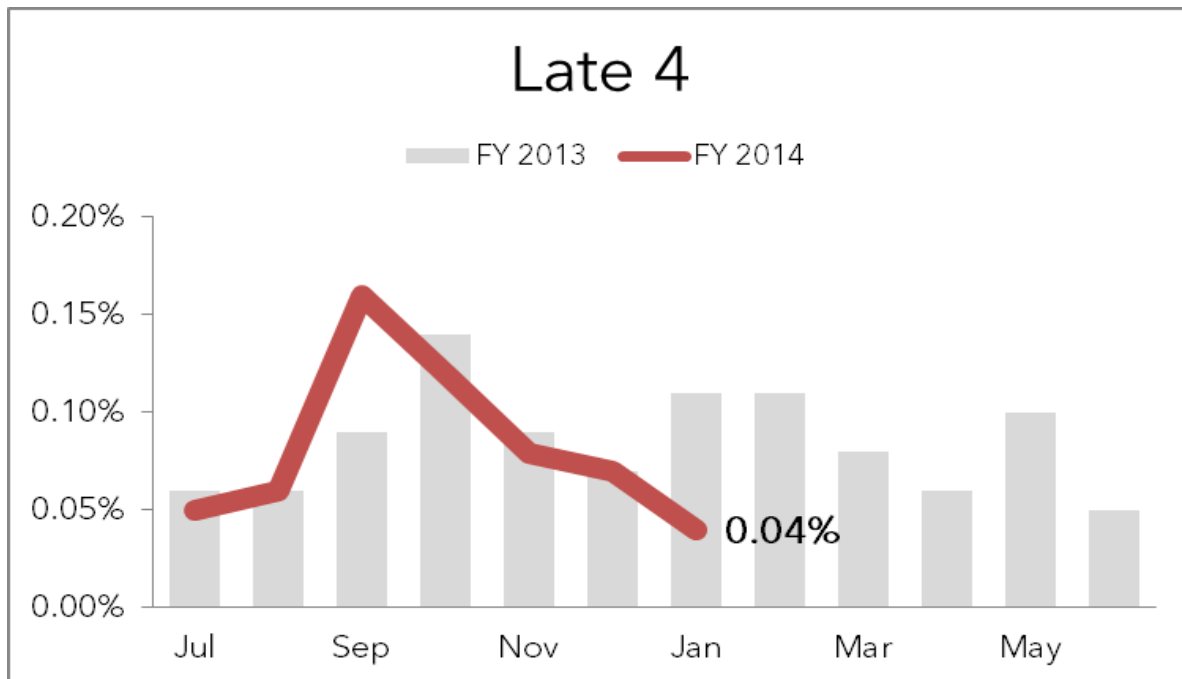
**RE: KEY PERFORMANCE INDICATORS**

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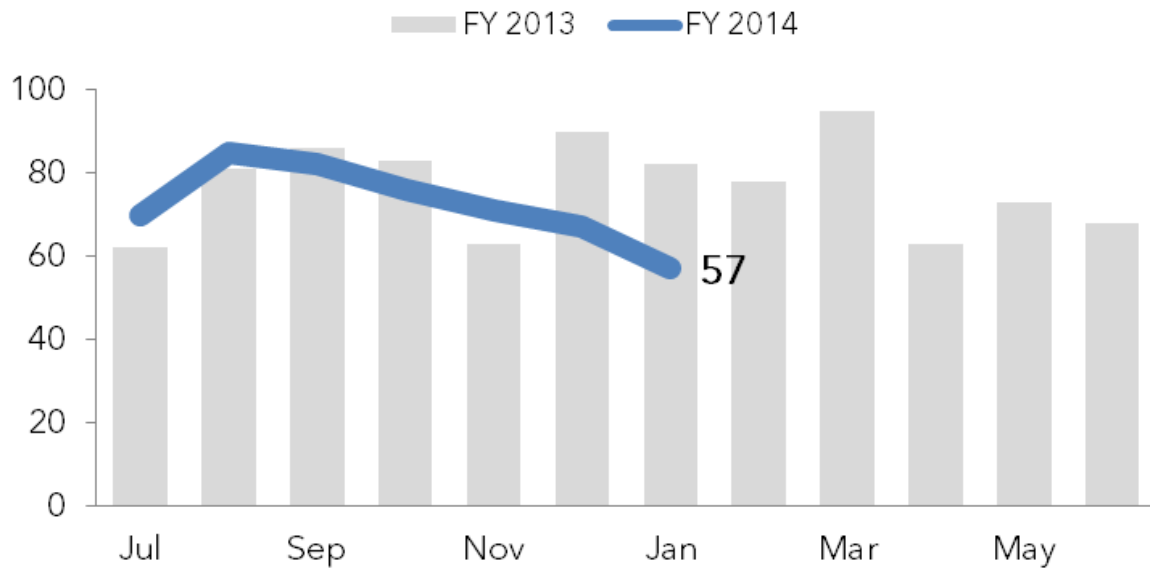
The following graphs represent key system indicators for the fiscal year as of **January 2014**. The goal of this communication is to keep everyone informed of the current service performance level in the field and in the call center.

The operations and customer service teams use this and other performance information to monitor our performance. Information is also used to determine the level of service that our customers are experiencing when using Access.

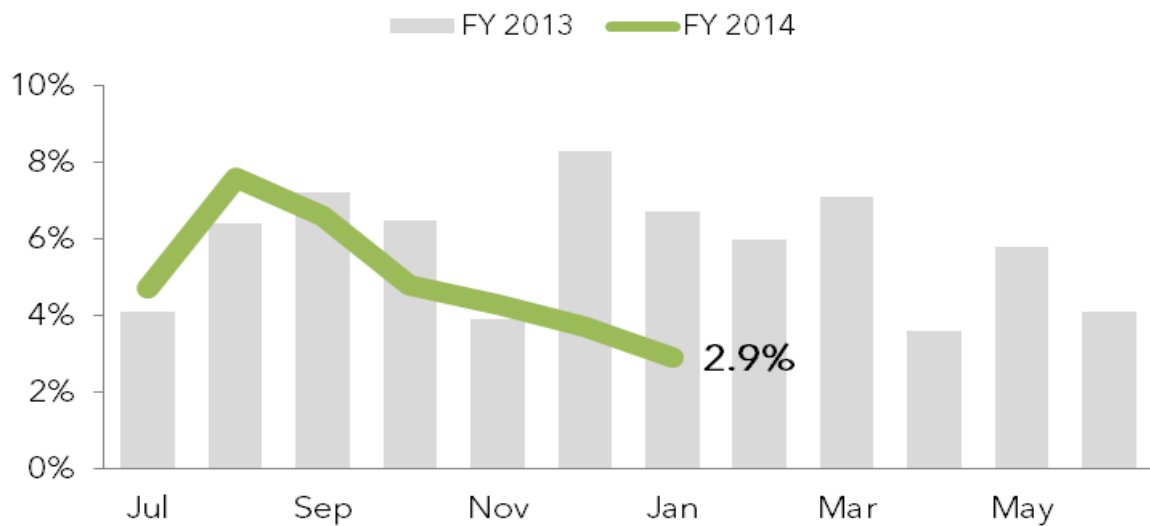


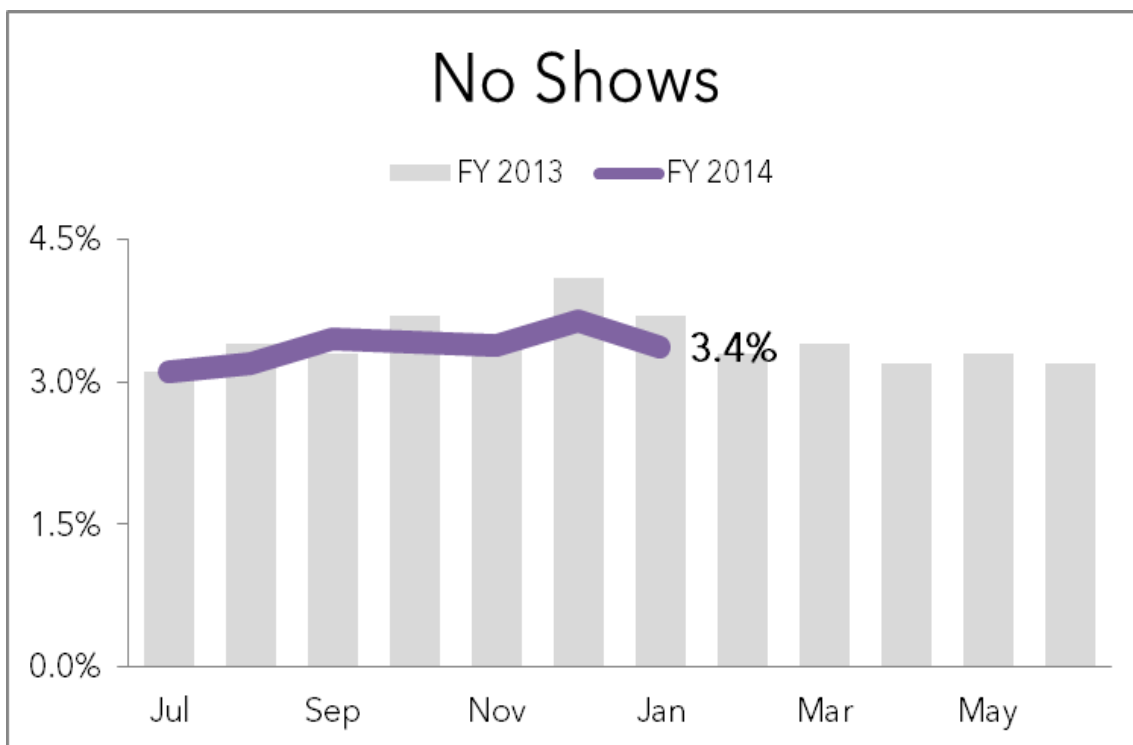
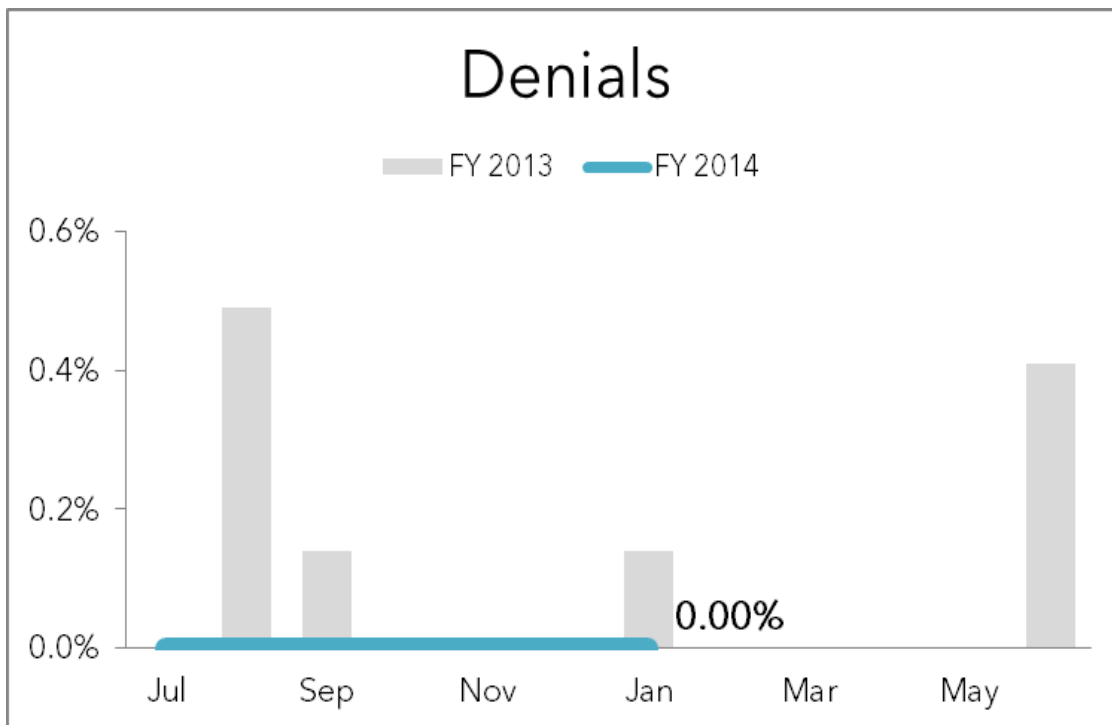


## Average Initial Hold Time

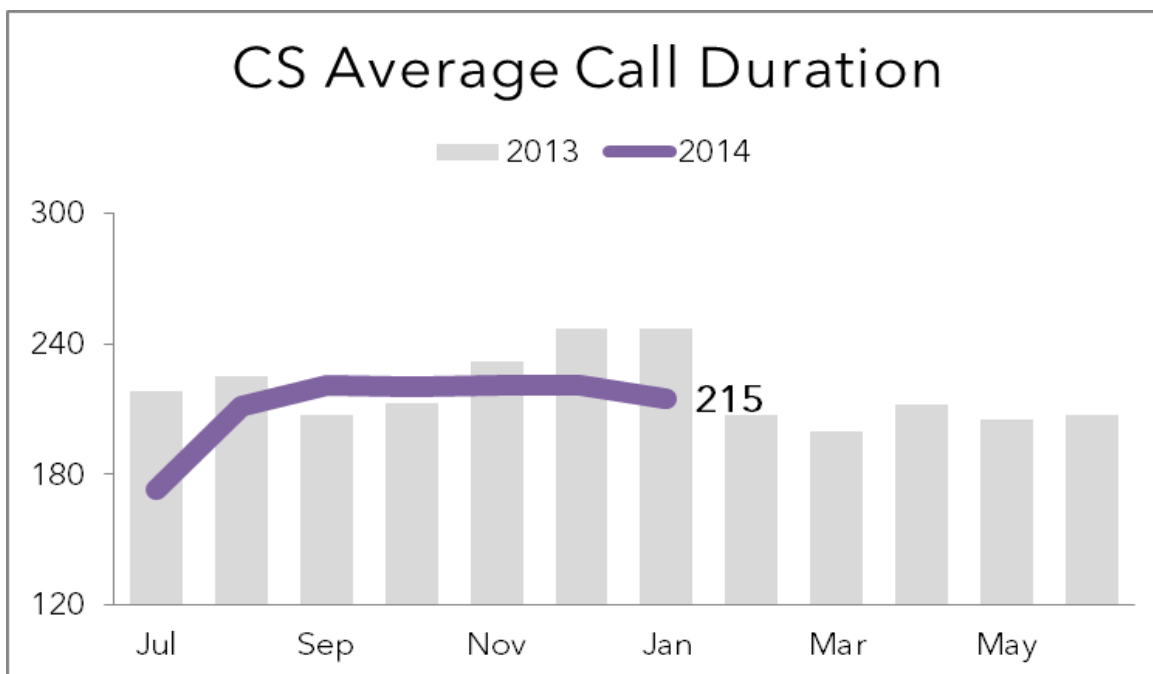
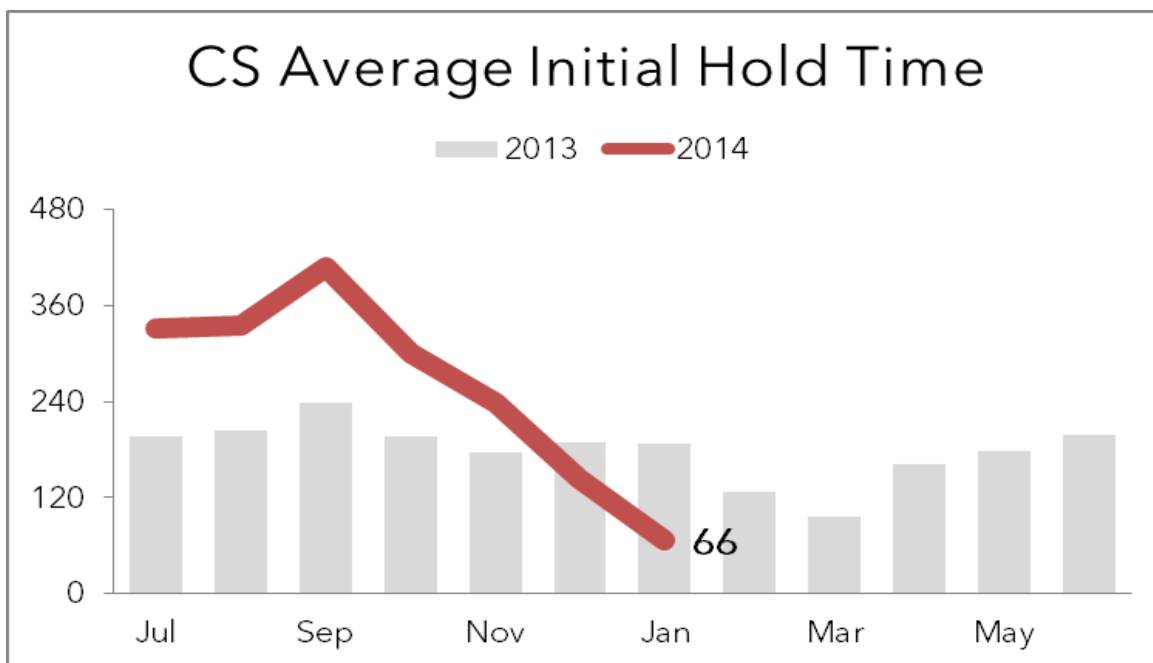


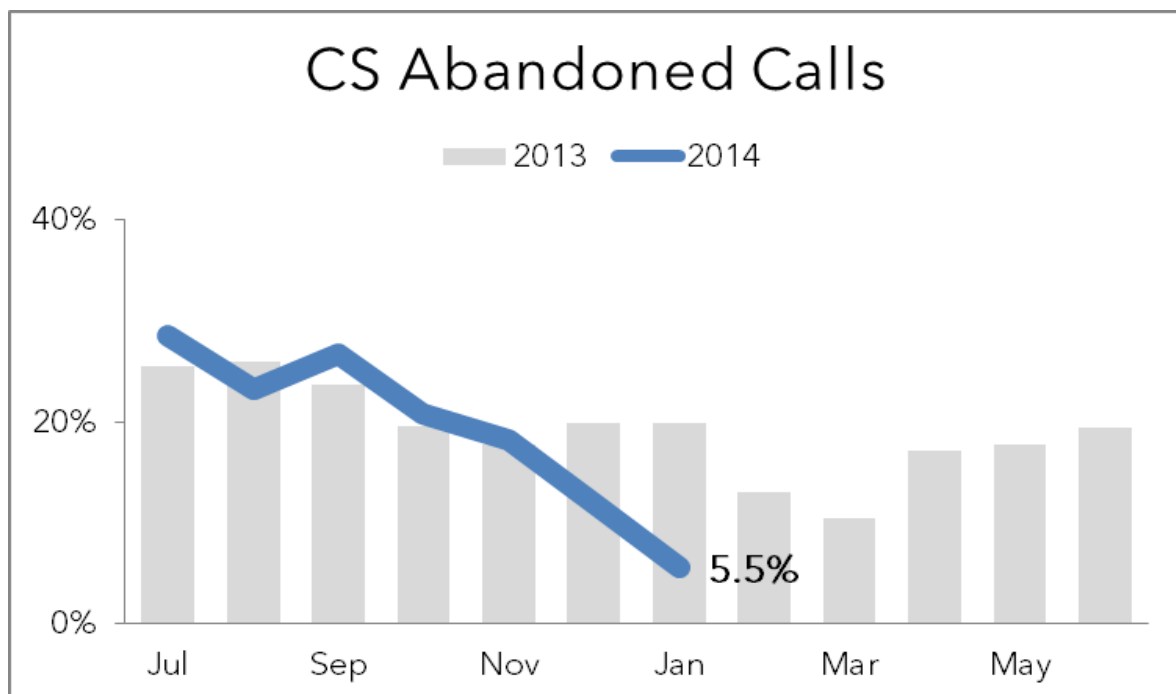
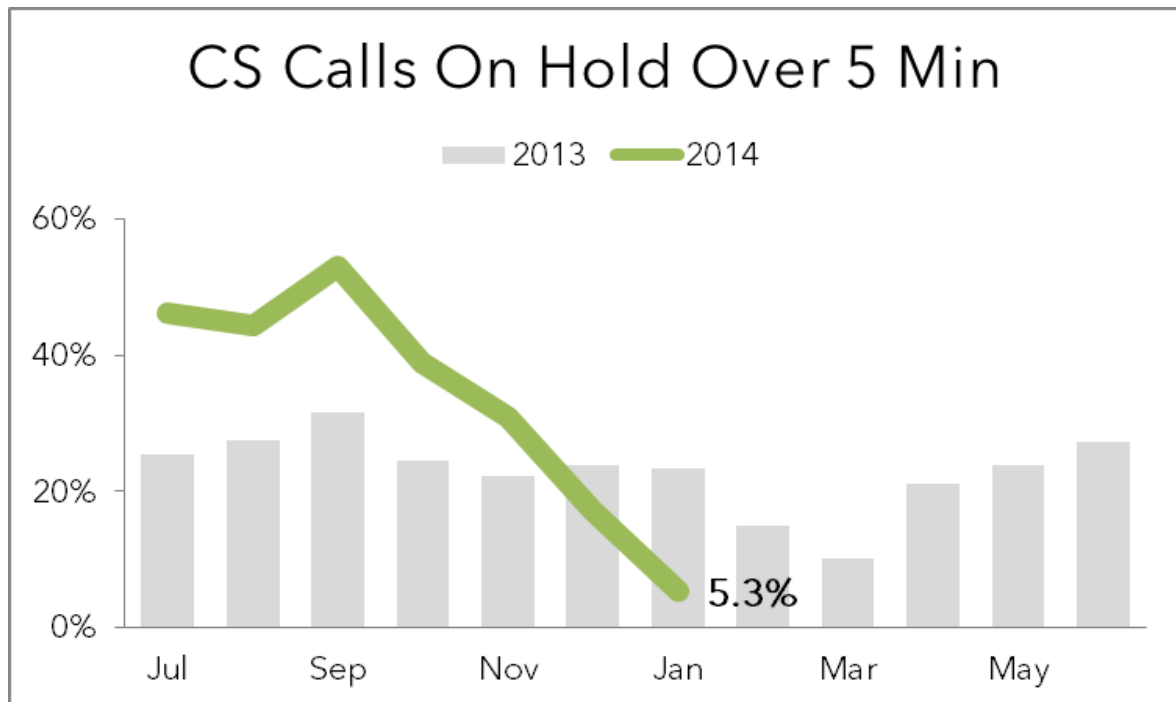
## Calls On Hold > 5 Min





## Customer Service Performance





## **BOARD BOX ITEM #10**

**MARCH 20, 2014**

**TO: BOARD OF DIRECTORS**

**FROM: F SCOTT JEWELL, CHIEF OPERATING OFFICER**

**RE: FINANCIAL REPORT FOR JANUARY 2014**

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Attached for your review are the draft financial reports for January 2014.

Approved FY 2013/14 Budget to Actual Fiscal Year-to-Date Comparison:

Passengers: 5.2% over budget  
Contract Revenue Miles: 6.6% over budget  
Trips: 5.4% over budget  
Completed Eligibility Interviews: 15.6% over budget  
Average Trip Distance: 1.1% over budget at 9.28 miles  
Total cost per Passenger (before depreciation): 4.5% under budget  
Administration Function is 6.9% under budget  
Eligibility Determination Function is 1.0% over budget  
Paratransit Operations Function is 0.8% over budget

Attached are the following reports for your review:

Statistical Comparison: January 2013 to January 2014  
Expenses by Functional Area  
Budget to Actual Comparison of Statistics  
YTD Budget Results  
Graph: YTD PAX Cost Comparison  
Detailed Financial Reports



## Expenses by Functional Area For the YTD Period Ending January 2014

	<u>% of Cost</u>	<u>YTD Actual</u>	<u>YTD Budget</u>	<u>Variance</u>	<u>% Over &lt;Under&gt; Budget</u>	<u>% Over &lt;Under&gt; Previous Yr.</u>
Paratransit Operations	89.7%	\$ 64,406,577	\$63,869,171	\$537,406	0.8%	4.6%
Eligibility Determination	5.9%	4,262,016	4,217,997	44,019	1.0%	8.4%
CTSA/Ride Information	0.3%	248,547	274,821	(26,274)	(9.6%)	23.5%
Administrative	4.1%	<u>2,909,219</u>	<u>3,124,153</u>	<u>(214,934)</u>	<u>(6.9%)</u>	<u>0.7%</u>
Total Exp before Depreciation		<u>\$ 71,826,359</u>	<u>\$71,486,142</u>	<u>\$ 340,217</u>	<u>0.5%</u>	<u>4.6%</u>

## Statistics - - For the YTD Period Ended January 2014

	<u>YTD Actual</u>	<u>YTD Budget</u>	<u>Variance</u>	<u>% Over &lt;Under&gt; Budget</u>	<u>% over &lt;Under&gt; Previous Yr</u>
Number of Completed Cert Interviews	36,037	31,164	4,873	15.6%	27.0%
Number of PAX	2,183,100	2,075,859	107,241	5.2%	8.4%
Number of Contract Revenue Miles	15,579,060	14,615,110	963,949	6.6%	10.2%
Number of Trips	1,679,326	1,593,448	70,848	5.4%	8.8%
Average Trip Distance	9.28	9.17	0.10	1.1%	1.3%
Purchased Transportation Cost					
Cost per Trip	\$ 34.87	\$ 36.19	\$ (1.32)	-3.6%	-3.9%
Cost per PAX	\$ 26.82	\$ 27.78	\$ (0.96)	-3.4%	-3.6%
Cost per Contract Rev Mile	\$ 3.76	\$ 3.95	\$ (0.19)	-4.7%	-5.1%
Total Cost per Pax before depreciation	\$ 32.90	\$ 34.44	\$ (1.54)	-4.5%	-3.5%



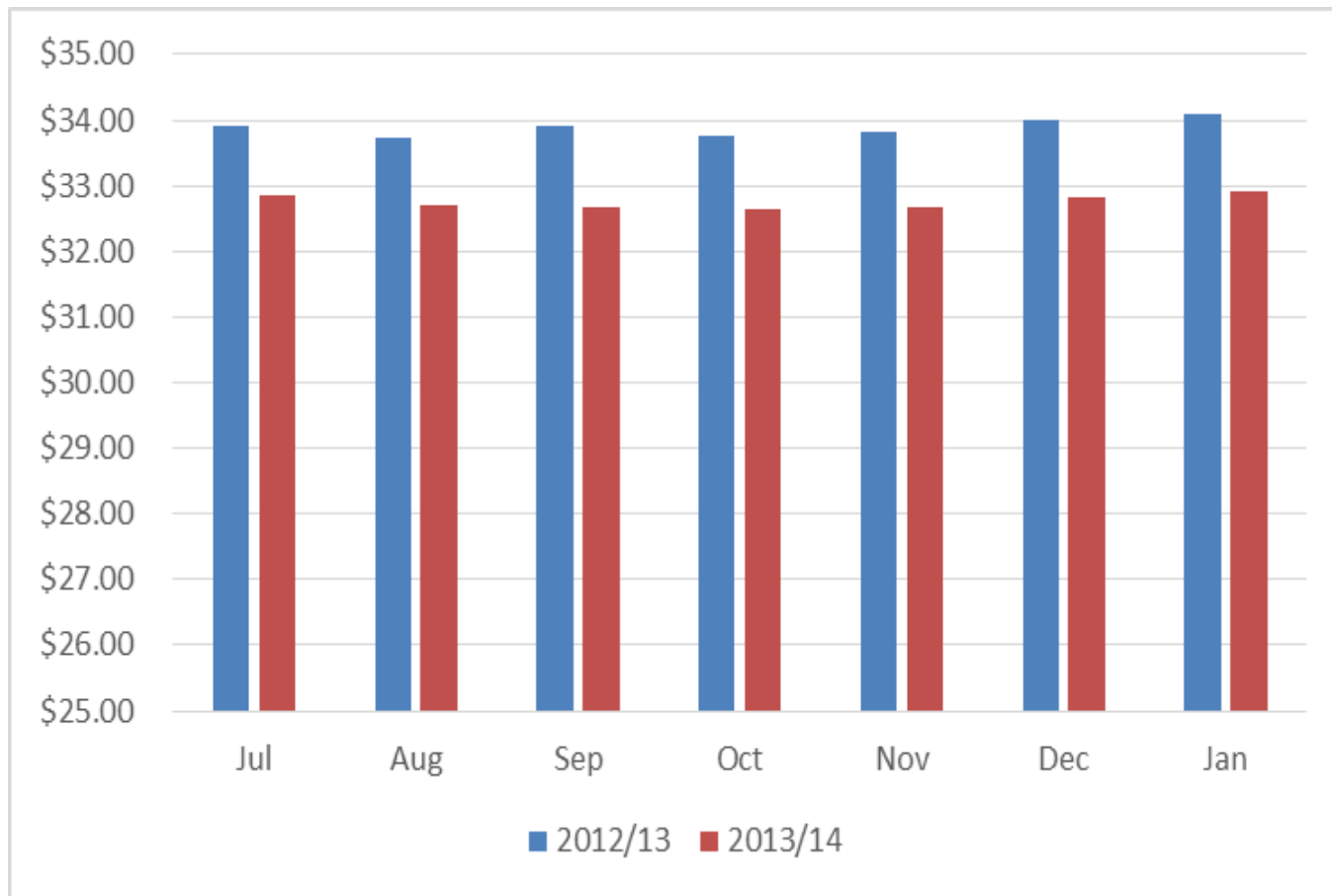
**Budget Results for FY 2013/2014**  
**For the YTD Period Ending January 2014**

	YTD <u>Actual</u>	YTD <u>Budget</u>	Variance Over <Under> <u>Budget</u>	% Over <Under> <u>Budget</u>	% Over <Under> <u>Previous Yr</u>
Total Expenses before Capital	\$ 71,826,359	\$ 71,486,142	\$ 340,217	0.5%	4.6%
Capital Expenditures					
Vehicles	4,034,072	4,028,300	5,772		
Other Capital	<u>38,602</u>	<u>39,366</u>	<u>(764)</u>		
Total Capital Expenditures	\$ 4,072,675	\$ 4,067,666	5,008	0.1%	
Revenue					
Passenger Fares	4,513,383	3,985,061	528,322		
Other Revenue	<u>163,503</u>	<u>156,583</u>	<u>6,920</u>		
Total Revenue	4,676,886	4,141,645	535,241	12.9%	16.3%
Under Budget @ January 2014 (Exp+Cap Less Rev)			<u>\$ (190,016)</u>		
Adjustments:					
Reserve – Access to Work Program/Tethering Budget			<u>20,185</u>		

Total Adjusted Under Budget YTD January 31, 2014

\$ (168,831)

## YTD COST PER PASSENGER BEFORE DEPRECIATION AND CAPITAL COST



**Access Services  
Balance Sheet  
January 31, 2014**

**ASSETS**

**Current Assets:**

Cash	28,129,444	
Due from FTA	9,357,550	
Due from MTA	18,569	
CMAQ Grant Receivable	235,159	
Accounts Receivable-Miscellaneous	102,301	
Prepaid Expenses	3,721,991	
Deposits	4,937	
	<hr/>	
<b>Total Current Assets</b>		<b>41,569,951</b>

**Long Term Assets:**

**Property and  
Equipment:**

Vehicles & Vehicle Equipment	29,705,819	
Office Furniture and Equipment	232,989	
Computer & Telephone	2,899,773	
Equipment		
Central Reservation Software/IVR	2,377,984	
Leasehold Improvements	156,965	
	<hr/>	
Total Property and Equipment	35,373,530	
Accumulated Amortization & Depreciation		
	<hr/>	
	(24,702,677)	
	<hr/>	
<b>Property and Equipment, Net</b>	10,670,853	
	<hr/>	
<b>Deposits - Long Term</b>	-	
	<hr/>	
<b>Total Long Term Assets</b>		<b>10,670,853</b>
		<hr/>
<b>TOTAL ASSETS</b>		<b>52,240,804</b>
		<hr/>

**Access Services  
Balance Sheet  
January 31, 2014**

**LIABILITIES AND NET ASSETS**

**Current Liabilities:**

Accounts Payable-Trade	813,198
Accounts Payable-Providers	7,929,319
Unfunded Pension Liability	2,322,823
Insurance Reserve	2,836,098
Accrued Expenses	1,093,731
	<hr/>

<b>Total Current Liabilities</b>	<b>14,995,170</b>
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**Other Liabilities:**

Deferred Revenue	<hr/> 37,063,650
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<b>TOTAL LIABILITIES</b>	<b>52,058,820</b>
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**Net Assets:**

Temporarily Restricted	181,984
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<b>TOTAL LIABILITIES AND NET ASSETS</b>	<hr/> <b>52,240,804</b> <hr/>
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**Access Services Incorporated**  
**Statement of Cash Flow**  
**For Period Ending January 31, 2014**

<b>Cash – Beginning Balance 11/30/13</b>	<b>25,470,546</b>
<b>Cash Receipts:</b>	
Proposition C revenue from LACMTA	5,431,022
FTA Funding Received	7,044,366
Passenger fare/coupons/ID revenue	659,144
Interest income	1,744
Miscellaneous revenues	85,574
<b>Total Cash Received</b>	<b>17,022,102</b>
<b>Cash Payments:</b>	
Vehicles/Vehicle equipment	844,467
Capital Equipment	0
Prepaid expenses/deposits	199,358
Payments to contract providers	8,016,842
Eligibility Determination expenses	241,423
Salaries and related benefits	661,080
Other expenses	599,782
<b>Total Cash Payments</b>	<b>10,568,952</b>
<b>Increase (Decrease) in Cash Reserves</b>	<b>2,658,899</b>
<b>Cash – Ending Balance 12/31/13</b>	<b>28,129,444</b>

***Note: The above statement of cash flow presents the more significant financial categories and their changes for internal use only. This statement is not prepared in accordance with generally accepted accounting reporting standards.***



<b>ACCESS SERVICES</b>									
<b>STATEMENT OF REVENUE, EXPENSES AND CHANGES IN FUND BALANCE</b>									
<b>For Period Ending January 31, 2014</b>									
		<b>CURRENT</b>	<b>CURRENT</b>	<b>CURRENT</b>			<b>YTD</b>		
		<b>MONTH</b>	<b>MONTH</b>	<b>VARIANCE</b>	<b>YTD</b>	<b>YTD</b>	<b>VARIANCE</b>	<b>2013-14</b>	<b>% of 13/14</b>
		<b>ACTUAL</b>	<b>BUDGET</b>	<b>OVER(UNDER)</b>	<b>ACTUAL</b>	<b>BUDGET</b>	<b>OVER(UNDER)</b>	<b>BUDGET</b>	<b>REACHED</b>
<b>REVENUE SOURCES:</b>									
Funding Sources for Operating Expenses :									
FY 13/14 Prop C & Section 5310								\$116,445,247	
FY 12/13 Carryforward - Unallocated (Estimated)								474,908	
Subtotal - Funding Sources & Carryforward Funds	9,664,754	9,979,065	(314,311)	66,807,629	66,791,649	15,980	116,920,155	57.14%	
Funding Sources for Capital & Committed Expenses :									
FY 13/14 Prop C	4,713	3,885	828	1,030,657	1,023,727	6,930	8,142,020	12.66%	
Prior Fiscal Years - Allocated Carryforward Funds - Capital	414,907	415,078	(172)	3,042,017	3,043,939	(1,922)	5,706,923	53.30%	
Section 5317 for New Freedom Grant	8,741	0	8,741	73,580	0	73,580	116,810	62.99%	
JARC Grant (Access to Work)	40,830	26,560	14,270	268,264	185,920	82,344	\$4,151,229	6.46%	
Prior Fiscal Years - Allocated Carryforward Funds - Expenses	0	43,315	(43,315)	0	366,928	(366,928)	2,044,586	0.00%	
FY 12/13 Allocated Funds - Veh Proceeds > \$5K							113,925	0.00%	
Section 16 Capital Funds - FY 12/13 (88.53% of \$600,000)	0	0	0	0	0	0	531,180	0.00%	
Subtotal - Funding Sources & Carryforward Funds	469,191	488,838	(19,647)	4,414,519	4,620,514	(205,996)	20,806,673	21.22%	
Interest/Miscellaneous Income	8,049	5,833	2,215	49,494	40,833	8,660	70,000	70.71%	
MTA - Shuttle Reimbursement	0	0	0	0	0	0	75,000	0.00%	
Disposal of Vehicles	21,166	21,170	(4)	114,009	115,750	(1,741)	250,000	45.60%	
Passenger Fares	665,559	564,581	100,978	4,513,383	3,985,061	528,322	6,955,808	64.89%	
<b>TOTAL - REVENUE FUNDING SOURCES</b>	10,828,719	11,059,488	(230,769)	75,899,033	75,553,808	345,225	145,077,636	52.32%	
Less : Total Capital Expenditure During FY 13/14	(419,620)		(419,620)	(4,072,675)		(4,072,675)			
Revenue Recognition for FY 13/14 Depreciation	418,142		418,142	2,742,198		2,742,198			
<b>TOTAL - REVENUE RECOGNITION</b>	10,827,241	11,059,488	(232,247)	74,568,557	75,553,808	(985,251)	145,077,636		

ACCESS SERVICES								
STATEMENT OF REVENUE, EXPENSES AND CHANGES IN FUND BALANCE								
For Period Ending January 31, 2014								
	CURRENT	CURRENT	CURRENT			YTD		% of 13/14
	MONTH	MONTH	VARIANCE	YTD	YTD	VARIANCE	2013-14	BUDGET
	ACTUAL	BUDGET	OVER(UNDER)	ACTUAL	BUDGET	OVER(UNDER)	BUDGET	REACHED
EXPENDITURES:								
PARATRANSIT OPERATIONS - DIRECT COST								
Purchased Transportation Services - Regular Trips	8,153,463	8,386,579	(233,117)	56,939,531	56,003,743	935,787	97,622,508	58.33%
Purchased Transportation Services - Adults With Children	3,702	3,700	2	4,242	4,240	2	457,243	0.93%
Purchased Transportation Services - Access To Work	81,709	85,502	(3,793)	536,878	557,057	(20,179)	1,387,758	38.69%
Communications - Telephone/Data Transmission	133,865	145,725	(11,860)	981,724	1,020,075	(38,351)	1,748,700	56.14%
Phone & Computer System Maintenance/License & Consulting	90,350	104,430	(14,080)	630,845	734,860	(104,016)	1,291,760	48.84%
Salaries & Related Benefits - Customer Svc & Complaint Response	98,386	108,822	(10,436)	676,999	750,007	(73,009)	1,290,203	52.47%
Shuttle Service - MTA Elevator Maintenance	0	0	0	0	0	0	75,000	0.00%
Contracted Call Center	60,194	33,333	26,860	226,689	233,333	(6,644)	400,000	56.67%
OMC Weekend and Holiday Services	9,484	4,500	4,984	37,930	31,500	6,430	54,000	70.24%
Vehicle Cost - Direct	(363)	80	(443)	56,722	57,180	(458)	245,939	23.06%
Community Events and Materials-Safety Incentive Program	0	0	0	77,885	77,887	(2)	234,122	33.27%
Office Rent	11,545	11,540	5	80,816	80,779	37	138,478	58.36%
Insurance - Commercial	376,566	382,852	(6,286)	2,644,427	2,678,794	(34,367)	4,832,676	54.72%
Travel & Conference	0	0	0	406	1,305	(899)	4,500	9.02%
Other Professional Expense	1,531	1,530	1	62,050	62,834	(785)	170,802	36.33%
Integrate Access Services to 511 (LA SAFE)	577	575	2	8,905	8,897	8	19,943	44.65%
Office Supplies	518	630	(112)	3,728	4,410	(682)	7,560	49.31%
Volunteer Driver Program	0	0	0	0	0	0	150,000	0.00%
Security Contract - Metro/LASD	14,277	16,667	(2,390)	99,936	116,667	(16,731)	200,000	49.97%
<b>Total - Paratransit Operations - Direct Cost</b>	<b>9,035,802</b>	<b>9,286,466</b>	<b>(250,664)</b>	<b>63,069,710</b>	<b>62,423,569</b>	<b>646,141</b>	<b>110,331,191</b>	<b>57.16%</b>

ACCESS SERVICES								
STATEMENT OF REVENUE, EXPENSES AND CHANGES IN FUND BALANCE								
For Period Ending January 31, 2014								
	CURRENT	CURRENT	CURRENT			YTD		% of 13/14
	MONTH	MONTH	VARIANCE	YTD	YTD	VARIANCE	2013-14	BUDGET
	ACTUAL	BUDGET	OVER(UNDER)	ACTUAL	BUDGET	OVER(UNDER)	BUDGET	REACHED
<b>PARATRANSIT OPERATIONS - INDIRECT COST</b>								
Salaries & Related Benefits - Operations	157,931	147,224	10,707	984,140	1,020,380	(36,240)	1,753,104	56.14%
Communications - Telephone & Data Transmission	3,809	4,210	(401)	25,986	29,470	(3,484)	50,520	51.44%
Other Professional Expense	1,620	1,620	0	25,125	25,124	1	53,384	47.06%
Vehicle Costs - Indirect	3,537	4,670	(1,133)	27,545	31,895	(4,350)	60,000	45.91%
Customer Satisfaction/Free Fare Phone Survey	0	0	0	0	0	0	58,000	0.00%
Metro Studio Design/Marketing Services	1,670	10,700	(9,030)	38,153	74,900	(36,747)	128,400	29.71%
Equipment/Other Rental	0	0	0	0	0	0	1,000	0.00%
Office Rent	11,688	11,688	(0)	81,818	81,818	(0)	140,260	58.33%
Insurance - Commercial	1,472	1,570	(98)	10,125	10,418	(293)	18,268	55.43%
Travel and Conference	0	0	0	19,348	19,355	(7)	34,000	56.91%
Office Supplies	529	657	(128)	3,858	4,599	(741)	7,884	48.94%
Community Events and Materials	9,938	5,465	4,473	50,609	64,241	(13,632)	119,911	42.21%
Publications/Printed Materials - Riders Communication	7,985	7,808	176	45,460	44,563	897	132,400	34.34%
Postage/Mailing	9,489	5,375	4,114	23,574	37,625	(14,051)	64,500	36.55%
Professional Memberships	131	173	(43)	1,126	1,213	(87)	2,080	54.15%
<b>Total - Paratransit Operations - Indirect Cost</b>	<b>209,799</b>	<b>201,160</b>	<b>8,639</b>	<b>1,336,867</b>	<b>1,445,602</b>	<b>(108,735)</b>	<b>2,623,710</b>	<b>50.95%</b>
<b>Total - Paratransit Operations Cost</b>	<b>9,245,601</b>	<b>9,487,626</b>	<b>(242,025)</b>	<b>64,406,577</b>	<b>63,869,171</b>	<b>537,406</b>	<b>112,954,901</b>	<b>57.02%</b>
<b>OTHER ACTIVITIES</b>								
<b>ELIGIBILITY DETERMINATION</b>								
Salaries & Related Benefits - Certification & Appeals	29,344	27,889	1,454	197,486	193,126	4,361	331,872	59.51%
Eligibility and Appeal Contracts	274,960	252,933	22,027	1,912,349	1,786,812	125,537	3,073,705	62.22%
Purchased Transportation Services - Certification Trips	152,908	157,412	(4,504)	1,071,312	1,114,586	(43,274)	1,926,122	55.62%
Transportation Cost - Tethering Trips	39	40	(1)	1,354	1,360	(6)	15,000	9.03%
Travel Training	36,489	43,299	(6,810)	274,259	303,092	(28,833)	519,586	52.78%
Tether Strap Project	17,027	17,025	2	131,745	131,750	(5)	349,000	37.75%
Other Professional Expense	0	167	(167)	268	1,167	(899)	2,000	13.40%
Communications - Telephone/Data Transmission	5,931	8,390	(2,459)	44,801	58,730	(13,929)	100,680	44.50%
Vehicle Costs - Mobile Certification	0	0	0	44	45	(1)	250	17.43%
Office Rent	5,519	5,524	(5)	38,635	38,670	(35)	66,292	58.28%
Insurance - Commercial	4,874	4,422	452	35,006	29,994	5,011	53,309	65.67%
Business Meetings & Meals	0	0	0	24	0	24	0	n/a
Travel and Conference	0	0	0	0	0	0	5,000	0.00%
Office Supplies	383	495	(112)	2,879	3,465	(586)	5,940	48.47%
Publications/Printed Materials	112,987	112,855	132	432,682	423,215	9,467	551,000	78.53%
Postage/Mailing/Courier	16,097	18,833	(2,736)	119,032	131,833	(12,802)	226,000	52.67%
Professional Memberships	16	22	(5)	141	152	(11)	260	54.15%
<b>Subtotal - Eligibility Determination</b>	<b>656,574</b>	<b>649,306</b>	<b>7,267</b>	<b>4,262,016</b>	<b>4,217,997</b>	<b>44,019</b>	<b>7,226,017</b>	<b>58.98%</b>

## ACCESS SERVICES

## STATEMENT OF REVENUE, EXPENSES AND CHANGES IN FUND BALANCE

For Period Ending January 31, 2014

	CURRENT MONTH ACTUAL	CURRENT MONTH BUDGET	CURRENT VARIANCE OVER(UNDER)	YTD ACTUAL	YTD BUDGET	YTD VARIANCE OVER(UNDER)	2013-14 BUDGET	% of 13/14 BUDGET REACHED
<b>CTSA FUNCTION</b>								
<b>EDUCATION AND TRAINING</b>								
Salaries & Related Benefits - CTSA	8,001	9,846	(1,844)	63,651	67,712	(4,061)	116,538	54.62%
Scholarships Programs	0	0	0	6,885	6,885	0	6,885	100.00%
Scholarships Programs, Education & Training Seminars	9,300	9,300	0	15,836	16,585	(749)	38,034	41.64%
Communications - Telephone	216	235	(19)	1,402	1,645	(243)	2,820	49.73%
Office Rent	649	649	(0)	4,545	4,545	(0)	7,792	58.33%
Insurance - Commercial	29	31	(2)	202	208	(6)	365	55.42%
Travel and Conference	0	0	0	0	0	0	2,000	0.00%
Parking-Validations-CTSA	0	0	0	0	0	0	0	n/a
Office Supplies	122	159	(37)	923	1,113	(190)	1,908	48.40%
Community Events and Materials	42	167	(125)	631	1,167	(536)	2,000	31.56%
Publications/Printed Materials	0	0	0	1,630	1,630	(0)	2,000	81.48%
Postage/Mailing	578	542	36	3,395	3,792	(397)	6,500	52.23%
Professional Memberships	16	22	(5)	141	152	(11)	260	54.15%
<b>Subtotal - Education and Training</b>	<b>18,955</b>	<b>20,950</b>	<b>(1,996)</b>	<b>99,241</b>	<b>105,434</b>	<b>(6,193)</b>	<b>187,102</b>	<b>53.04%</b>
<b>ACCESS RIDE-INFORMATION</b>								
Salaries & Related Benefits - Ride-Information	21,534	20,801	733	125,031	143,657	(18,626)	247,013	50.62%
Communications - Telephone	1,019	1,495	(476)	7,720	10,465	(2,745)	17,940	43.03%
Phone & Computer System Maintenance/License & Consulting	150	167	(17)	1,050	1,167	(117)	2,000	52.50%
Office Rent	1,767	1,767	(0)	12,364	12,369	(5)	21,204	58.31%
Office Supplies	93	117	(24)	685	819	(134)	1,404	48.76%
Publications/Printed Materials	0	0	0	1,635	0	1,635	0	n/a
Postage/Mailing	116	108	7	679	758	(79)	1,300	52.23%
Professional Memberships	16	22	(5)	141	152	(11)	260	54.15%
<b>Subtotal - Ride-Information</b>	<b>24,695</b>	<b>24,477</b>	<b>218</b>	<b>149,305</b>	<b>169,387</b>	<b>(20,081)</b>	<b>291,121</b>	<b>51.29%</b>
<b>Subtotal - CTSA Function</b>	<b>43,649</b>	<b>45,427</b>	<b>(1,778)</b>	<b>248,547</b>	<b>274,821</b>	<b>(26,274)</b>	<b>478,224</b>	<b>51.97%</b>
<b>Total - Other Activities</b>	<b>700,223</b>	<b>694,734</b>	<b>5,489</b>	<b>4,510,562</b>	<b>4,492,818</b>	<b>17,745</b>	<b>7,704,240</b>	<b>58.55%</b>

## ACCESS SERVICES

## STATEMENT OF REVENUE, EXPENSES AND CHANGES IN FUND BALANCE

For Period Ending January 31, 2014

	CURRENT MONTH	CURRENT MONTH	CURRENT VARIANCE	YTD ACTUAL	YTD BUDGET	YTD VARIANCE	2013-14 BUDGET	% of 13/14 BUDGET REACHED
	ACTUAL	BUDGET	OVER(UNDER)	ACTUAL	BUDGET	OVER(UNDER)	BUDGET	REACHED
<b>ADMINISTRATIVE</b>								
Salaries & Related Benefits	286,613	271,162	15,451	1,860,820	1,915,635	(54,815)	3,323,505	55.99%
Communications - Telephone & Data Transmission	3,023	3,315	(292)	20,153	23,205	(3,052)	39,780	50.66%
Office Rent	20,032	19,915	117	139,992	139,402	590	238,974	58.58%
Insurance - Commercial	11,974	11,887	88	80,398	78,885	1,513	138,319	58.13%
Office Supplies	2,956	2,675	281	17,078	18,727	(1,649)	32,104	53.20%
Promotional Events & Materials	0	0	0	1,913	1,915	(3)	1,915	0.00%
Other Professional Services	106,870	119,238	(12,368)	607,561	727,828	(120,268)	1,351,965	44.94%
Public Notice Advertising Expenses	47	50	(3)	2,252	2,265	(13)	10,000	22.52%
Equipment/Other Rental	0	250	(250)	593	1,750	(1,157)	3,000	19.76%
Repairs & Maintenance	4,042	4,417	(374)	24,795	30,917	(6,121)	53,000	46.78%
Postage/Mailing/Messenger	5,835	5,858	(23)	36,618	41,308	(4,690)	70,600	51.87%
Publications/Printed Materials/Copying	182	1,833	(1,652)	8,624	12,833	(4,209)	22,000	39.20%
Network Support/Supplies	16,731	14,450	2,281	63,997	81,365	(17,368)	141,000	45.39%
Subscription/References	0	167	(167)	372	1,167	(795)	2,000	18.58%
Professional Memberships	542	357	185	2,187	2,502	(315)	4,290	50.98%
Board and Advisory Committee Compensation	675	1,083	(408)	7,950	12,333	(4,384)	38,000	20.92%
Annual Meeting	2,530	0	2,530	2,530	0	2,530	16,000	15.81%
Business Meetings & Meals	443	842	(398)	5,954	5,892	63	10,100	58.96%
Travel and Conference	0	0	0	21,565	21,565	0	62,500	34.50%
Mileage and Parking	64	308	(244)	1,351	2,158	(808)	3,700	36.50%
Bank Interest	0	0	0	0	0	0	50,000	0.00%
Other Expenses - bank charges, tax filing fees, etc.	713	357	356	2,518	2,501	17	4,287	58.73%
<b>Total - Administrative Expense</b>	<b>463,275</b>	<b>458,165</b>	<b>5,110</b>	<b>2,909,219</b>	<b>3,124,153</b>	<b>(214,934)</b>	<b>5,617,039</b>	<b>51.79%</b>
<b>TOTAL EXPENSES BEFORE AMORT. &amp; DEPRECIATION</b>	<b>10,409,099</b>	<b>10,640,525</b>	<b>(231,426)</b>	<b>71,826,359</b>	<b>71,486,142</b>	<b>340,217</b>	<b>126,276,180</b>	<b>56.88%</b>
Amortization and Depreciation Expense	418,142	0	418,142	2,742,198	0	2,742,198	0	
<b>TOTAL EXPENSES AFTER AMORT. &amp; DEPRECIATION</b>	<b>10,827,241</b>	<b>10,640,525</b>	<b>186,716</b>	<b>74,568,557</b>	<b>71,486,142</b>	<b>3,082,416</b>	<b>126,276,180</b>	
<b>CAPITAL EXPENDITURES</b>								
Property & Equipment	419,620	418,963	657	4,072,675	4,067,666	5,008	18,212,623	22.36%
<b>Total - Capital Expenditures</b>	<b>419,620</b>	<b>418,963</b>	<b>657</b>	<b>4,072,675</b>	<b>4,067,666</b>	<b>5,008</b>	<b>18,212,623</b>	<b>22.36%</b>
Less: Amortization and Depreciation Expense	(418,142)	0	(418,142)	(2,742,198)	0	(2,742,198)	0	
<b>TOTAL EXPENSES AND CAPITAL EXPENDITURES</b>	<b>10,828,719</b>	<b>11,059,488</b>	<b>(230,769)</b>	<b>75,899,034</b>	<b>75,553,808</b>	<b>345,226</b>	<b>144,488,803</b>	<b>52.53%</b>
Uncommitted Carryforward from FY 12/13 (Estimated)						0	474,908	
Sales of Veh. Proceeds over \$5,000 Rollover from FY 12/13						0	113,925	
<b>TOTAL</b>	<b>10,828,719</b>	<b>11,059,488</b>	<b>(230,769)</b>	<b>75,899,034</b>	<b>75,553,808</b>	<b>345,226</b>	<b>145,077,636</b>	<b>52.32%</b>

## ACCESS SERVICES

## STATEMENT OF REVENUE, EXPENSES AND CHANGES IN FUND BALANCE

For Period Ending January 31, 2014

	CURRENT MONTH	CURRENT MONTH	CURRENT VARIANCE	YTD ACTUAL	YTD BUDGET	YTD VARIANCE	2013-14 BUDGET	% of 13/14 BUDGET REACHED
	ACTUAL	BUDGET	OVER(UNDER)			OVER(UNDER)		
<b>PROPERTY AND EQUIPMENT</b>								
94 VEHICLES - Minivan (Fleet Replacement) (\$45,000 each)	0	0	0	0	0	0	4,301,700	0.00%
13 VEHICLES - FY13 catchup (Fleet Replacement) (\$45,000 each)	0	0	0	0	0	0	585,000	0.00%
9 VEHICLES - Type I Cutaway (Fleet Replacement) (\$65,750 each)	0	0	0	0	0	0	591,750	0.00%
11 VEHICLES - Type II Cutaway (Fleet Replacement) (\$77,800 each)	0	0	0	0	0	0	855,800	0.00%
13 VEHICLES - Minivan SECTION 16 (Fleet Replacement) (\$45,000 each)	0	0	0	0	0	0	585,000	0.00%
1 VEHICLE - Type III Cutaway (Fleet Replacement) (\$82,000 each)	0	0	0	0	0	0	82,000	0.00%
65 VEHICLES - Access To Work (Fleet Expansion) (\$58,960 each)	0	0	0	0	0	0	3,832,500	0.00%
VEHICLE EQUIPMENT - VPG MV1 Diagnostic's unit	0	0	0	1,183	2,000	(817)	2,000	59.13%
VEHICLE EQUIPMENT - Smart Drive Camera Replacement	828	0	828	20,503	15,000	5,503	15,000	136.69%
190 VEHICLE EQUIPMENT - Smart Drive Camera (SF Valley Contract)	0	0	0	123,955	121,650	2,305	121,650	101.89%
11 VEHICLES - MV-1 (Fleet Expansion) (\$46,625 each)	0	0	0	512,876	512,880	(4)	512,880	100.00%
7 VEHICLES - 2012 Minivan (Fleet Expansion) (\$48,032 each)	0	0	0	336,166	336,224	(58)	336,224	99.98%
9 VEHICLES - 2013 El Dorado Class D (Fleet Expansion) (\$42,688 each)	0	0	0	0	0	0	384,196	0.00%
SUBTOTAL - VEHICLES - FY 13/14	828	0	828	994,683	987,754	6,929	12,205,700	
13 VEHICLES - Minivan SECTION 16 (Fleet Replacement) (\$45,000 each)	0	0	0	0	0	0	585,000	0.00%
66 VEHICLE - Minivan (Fleet Replacement) (\$43,972 each)	263,278	263,330	(53)	2,199,269	2,199,706	(438)	2,902,206	75.78%
10 VEHICLES - Type I Cutaway (Fleet Replacement) (\$75,874 each)	151,629	151,748	(119)	758,144	758,740	(596)	758,740	99.92%
1 VEHICLE - Type II Cutaway (Fleet Replacement) (\$80,665 each)	0	0	0	80,542	80,665	(123)	80,665	99.85%
Vehicle Related Equip (ATW grant)	0	0	0	0	0	0	120,038	0.00%
Vehicle Related Equip (AWC grant)	0	0	0	1,435	1,435	(0)	9,497	15.11%
SUBTOTAL - VEHICLES - PRIOR FISCAL YEARS	414,907	415,078	(172)	3,039,389	3,040,546	(1,157)	4,456,146	
COMPUTER SYSTEM HARDWARE/SOFTWARE REPLACEMENT & UPGRADE	3,885	3,885	0	35,974	35,973	1	300,000	0.00%
SUBTOTAL - OTHER CAPITAL EXPENDITURES - FY 13/14	3,885	3,885	0	35,974	35,973	1	300,000	
TETHER STRAPS & MARKING PROGRAM CAPITAL	0	0	0	0	0	0	66,982	0.00%
COMPUTER SYSTEM HARDWARE/SOFTWARE REPLACEMENT & UPGRADE	0	0	0	2,628	3,393	(765)	3,393	77.45%
REGIONAL INTEGRATION OF PARATRANSIT RESOURCES PROJECT	0	0	0	0	0	0	442,760	0.00%
UNIVERSAL FARE SYSTEM/TECH ENHANCEMENTS	0	0	0	0	0	0	265,626	0.00%
CENTRALIZATION SOFTWARE/IVR	0	0	0	0	0	0	472,016	0.00%
SUBTOTAL - OTHER CAPITAL EXPENDITURES - PRIOR YEARS	0	0	0	2,628	3,393	(765)	1,250,777	
<b>TOTAL CAPITAL EXPENDITURES</b>	<b>419,620</b>	<b>418,963</b>	<b>657</b>	<b>4,072,675</b>	<b>4,067,666</b>	<b>5,008</b>	<b>18,212,623</b>	<b>22.36%</b>

## **BOARD BOX ITEM #11**

**MARCH 20, 2014**

**TO: BOARD OF DIRECTORS**

**FROM: ACCESS SERVICES MANAGEMENT STAFF**

**RE: EXECUTIVE SUMMARY UPDATE FOR JANUARY 2014**

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### **Steve Chang – Deputy Executive Director, Operations**

On January 16, 2014 fire erupted early Thursday in the Angeles National Forest when Santa Ana winds hit a campfire that authorities said was recklessly set by three men. Gusts quickly spread flames from the San Gabriel Mountains into City of Glendora and City of Azusa, where some 3,700 people had to evacuate at the fire's peak. Shortly after 8 a.m. Access Services activated its Emergency Incident Command Center to manage Access trips into and out of the affected fire areas. In coordination with Foothill Transit, Access also volunteered and supported Foothill Transit in the mandatory evacuation transportation effort. An Access Operations Supervisor was dispatched and stationed at the Red Cross evacuation center to monitor the situation from the front line. Normal operation was resumed the following morning with minimal service disruptions to customers. Access transported 240,784 trips in January. System performance ended at 92.07 percent on-time with 0.04 percent Late4.

### ***Alfredo Torales– Project Administrator, Southern and Santa Clarita Regions***

#### **Southern Region**

January 2014 was a good month for performance in the Southern Region. On-time performance for the month was 92.6 percent with only 0.02 percent of trips considered "Late 4", trips that are over 45 minutes late. The region continued to meet on-time performance standard for the Access to Work Program as well. On January 16th, the Colby Fire affected the county as a whole. There were about a dozen customers from the Southern Region who had trips to return home that day to either Azusa or Glendora. Access and the service provider for the region, Global Paratransit, worked with these customers to ensure they either got home or made it to an alternate location away from the danger zone. The day served as an exercise for how Access can serve our customers in emergencies.

#### **Santa Clarita Region**

The Santa Clarita Region provided 2,923 trips. On January 2nd, Santa Clarita Transit held its Accessibility Advisory Committee (AAC) Meeting. No major Access issues to report. On January 22nd, Access Operations Supervisors conducted a Continuous Training Audit at the Santa Clarita Transit Facility. The audit examined a 10 percent sample of driver record files.

Out of the records reviewed, all were in compliance with Access requirements. The results demonstrate Santa Clarita's emphasis on keeping organized and detailed driver files and they continue to meet our quality standards in this area.

***Geoffrey Okamoto – Project Administrator, West Central and Antelope Valley Regions***

**West Central Region**

In preparation for the upcoming peak demand months in February and March, California Transit Inc. (CTI) updated their driver schedules. Preparations are being made for the upcoming Abilities Expo event that will be held at the Los Angeles Convention Center in March. CTI completed 35,740 trips with an on-time performance of 91.12 percent and 0.07 percent Late<sup>4</sup>.

**Antelope Valley**

For January, Diversified Transportation (DT) experienced several days where trips nearly reached the 400 mark. Despite this, DT completed 8,602 trips and managed to finish the month with a performance of 93.60 percent on-time with 0.05 percent Late<sup>4</sup>.

**Eastern Region**

The Eastern region initiated their Incident Command System (ICS) to address the "Colby Fire" that affected the Azusa and Glendora areas. There were Access customers who live in the affected areas. San Gabriel Transit's Road Supervisors assisted with Access transportation at this year's Rose Bowl Parade. San Gabriel Transit transported 65,712 trips and ended the month with an on-time performance of 93.19 percent and 0.02 percent Late<sup>4</sup>.

***Jack Garate – Operations Administrator***

**Northern Region**

MV Transportation (MV), service provider for the Northern Region, continued their commitment to safety by introducing the safety topic of the month - vehicle following distance and intersection awareness. Access Operations Supervisors conducted a wheelchair securement audit in the region. MV provided 47,680 trips with an on-time performance of 89.85 percent and 0.07 percent Late<sup>4</sup>. The Parents with Disabilities program concluded its second month of operation and experienced an increase in trips with schools coming back in season.

***Kurt Hagen – Manager of Eligibility***

**Eligibility**

In January 2014, the number of certified Access riders reached 148,398; increasing by 1,259 certified riders from the previous month. In January 2013, there were

133,699 certified riders. Additional data about Access' eligibility process can be found elsewhere in this Board Box.



In January, Eligibility and CARE staff met with Metro staff to provide input on a Bus Stop Usability Study (Study) that is currently underway. Metro has contracted with TransSystems to conduct the Study which is intended to make assessments of the existing conditions of all bus stops in Los Angeles County as it relates to accessibility for persons with disabilities. Access was requested to provide input on this important project.

Metro and Trans Systems have begun to develop primary tools and methodology to start assessing the bus stops. The first phase of the project will look at approximately 30% of the bus stops in a particular region. This regional data will be gathered by utilizing any currently maintained data on bus stops in that region as well as in person assessments. Access and CARE provided some insight as to what data would be helpful in our Restricted eligibility determinations based on inability to utilize particular bus stops. This data will include basic architectural information such as slope and width of paths of travel as well as identification of obstacles within that path.

More information will be forthcoming as the Study progresses.

#### ***David Foster - Manager of Customer Support Services – Customer Service Department Update***

January was a very productive and successful month for Access Customer Service department as a number of call center performance improvements made in mid-November continued to be monitored and adjusted. On January 6<sup>th</sup> Southland Transit, Inc. (STI) had the additional staff in place to meet the recently adopted performance measures. As reflected in the Operations Report of the board box, STI was successful in meeting the new performance standards for January.

The Customer Service department is also responsible facilitating both the Community Advisory Committee (CAC) and the Quality Services Subcommittee (QSS). In January the CAC received presentations regarding the new call center performance standards, the Metro Audit results, and the Metro Bus Stop Usability Study. The QSS meets as needed and did not meet in January.

The Customer Service Department also participated in the activation of the Incident Command System (ICS) during the Colby Fire. The ICS is part of the Emergency Preparedness plan developed by Access and the activation of the ICS during the Colby fire proved to be a very valuable training tool for all staff at Access. Customer Service worked closely with management to disseminate information through the call center to ensure that customers had the most current information regarding evacuation procedures and closures that may have impacted service in and around the affected areas.

Lastly, January saw the addition of two new customer service representatives to Access Services, and call center staff received 22 Smiles/Commendations for the month.

## REVISED

### Mobility Management Statistics Report, January 2014

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Month	Total Number of Calls	Total Number of Mobility Management Database List, Spoken With	Total Number of Non Access Customers Spoken With	Number of Issues with Phone Numbers	Number of Voice Messages	Number of Last Calls and No Answers	Number of Calls Waiting for Follow-Up
January	491	207 (42%)	37 (8%)	105 (21%)	121 (25%)	16 (3%)	5 (1%)

In the month of January, calls made by Mobility Management staff to customers increased by 9% from the previous month with a total of 491 calls. The increase in calls were due to staff having to attend only two outreach events, thus allowing staff to spend more time on the phones speaking with customers.

Of the 491 calls logged, staff called and spoke with 244 customers. The remaining calls were voice-mail messages left by staff or calls made to phone numbers that were no longer in service or disconnected.

The Mobility Management Department was requested to participate in two outreach events. The first event was at the Carmel Senior and Assisted Living in Beverly Hills. Mobility Management Counselor Stephen Wrenn was interviewed in front of an audience of Carmel residents by talk radio icon and Access rider Ms. Helga Sitkin. The second event was at the Disabled Seniors Committee of the Antelope Valley where Stephen Wrenn assisted Access' operations staff in addressing agency questions about the services Access' offers.

# BOARD BOX ITEM #12

**MARCH 20, 2014**

**TO: BOARD OF DIRECTORS**

**FROM: MELISSA THOMPSON, OPERATIONS ANALYST**

**RE: OPERATIONS REPORT FOR JANUARY 2014**

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Below is a summary of the key operating statistics for JANUARY 2014, as well as, operation data for the previous month (DECEMBER 2013) and Year to Date (YTD):

## MONTHLY OPERATIONS REPORT SUMMARY

	Current	Last Month	% change	YTD
Total Trips	240,784	228,583	5.3%	1,679,326
Passengers per Vehicle Trip	1.29	1.31	-1.5%	1.30
Average Trip Distance	9.17	9.35	-1.9%	9.3
Total Calls to Providers	448,468	430,564	4.2%	3,122,654
Average Initial Hold Time (seconds)	57	67	-14.7%	73
% of Calls on Hold More Than 5 minutes	2.9%	3.7%	-0.8%	4.9%
On-Time Performance	92.1%	91.9%	0.2%	90.2%
Late 4 Trips	0.04%	0.06%	-0.02%	0.08%
Total Registered Customers	148,390	147,126	0.9%	148,390

**MONTHLY PROVIDER SUMMARY: ALL TRIPS**  
**(including OMC Dispatched Backup Trips)**

	Passengers	Trips	Passengers per Trip	Eligible Passengers per Trip
<b>System Wide</b>				
DEC-13	299,202	228,583	1.31	1.01
<b>JAN-14</b>	<b>311,128</b>	<b>240,784</b>	<b>1.29</b>	<b>1.00</b>
% Change	4.0%	5.3%	-1.5%	-1.0%
<b>SGT – Eastern Region</b>				
DEC-13	82,751	61,805	1.34	0.95
<b>JAN-14</b>	<b>86,367</b>	<b>65,712</b>	<b>1.31</b>	<b>0.93</b>
% Change	%	%	%	%
<b>GPI – Southern Region</b>				
DEC-13	99,569	76,173	1.31	1.03
<b>JAN-14</b>	<b>102,399</b>	<b>79,070</b>	<b>1.30</b>	<b>1.02</b>
% Change	2.8%	3.8%	-0.8%	-1.0%
<b>CTI – WC – West Central Region</b>				
DEC-13	44,507	33,210	1.34	1.03
<b>JAN-14</b>	<b>47,490</b>	<b>35,740</b>	<b>1.33</b>	<b>1.03</b>
% Change	6.7%	7.6%	-0.7%	0.0%
<b>MV - San Fernando Valley Region</b>				
DEC-13	55,734	44,876	1.24	1.02
<b>JAN-14</b>	<b>58,331</b>	<b>47,680</b>	<b>1.22</b>	<b>1.02</b>
% Change	4.7%	6.3%	-1.6%	0.0%
<b>DT – AV – Antelope Valley Region</b>				
DEC-13	11,086	7,899	1.40	1.04
<b>JAN-14</b>	<b>11,818</b>	<b>8,602</b>	<b>1.37</b>	<b>1.03</b>
% Change	6.6%	8.9%	-2.1%	-1.0%
<b>SCT – Santa Clarita Region</b>				
DEC-13	3,287	2,788	1.18	1.03
<b>JAN-14</b>	<b>3,462</b>	<b>2,923</b>	<b>1.18</b>	<b>1.04</b>
% Change	5.3%	4.8%	0.0%	1.0%

## PROVIDER SERVICE SUMMARY

Maintenance Inspections*	Current	Previous Month	YTD-Average
TOTAL	76	104	85
SGT – Eastern Region	10	8	15
GPI – Southern Region	23	30	28
CTI – West – Central Region	10	10	10
MV Transit – San Fernando Valley Region	10	15	9
DT – Antelope Valley Region	10	10	10
SCT – Santa Clarita Region	13	31	12

\* The data above represents the number of vehicles evaluated at the contractor locations.

Dispatch Coordination*	Current	Previous Month	YTD-Average
TOTAL	104	106	86
SGT – Eastern Region	8	11	16
GPI – Southern Region	30	42	29
CTI – West – Central Region	10	11	10
MV Transit – San Fernando Valley Region	15	10	9
DT – Antelope Valley Region	10	10	10
SCT – Santa Clarita Region	31	21	12

\* The data above represents the number of Order Takers and Dispatchers evaluated by the Operations Supervisors.

Comparability of Access Paratransit to Fixed Route Travel Times*	Oct 1- Dec 31	Jul 1- Sep 30	Apr 1- Jun 30	Jan 1 - Mar 31
Equal to or Shorter than Comparable Fixed Route Trip	92.0%	90.6%	89.5%	91.0%
1-20 Minutes Longer than Fixed Route Trip	5.8%	7.0%	6.9%	5.9%
21-40 Minutes Longer than Fixed Route Trip	1.6%	1.6%	2.2%	2.2%
41-60 Minutes Longer than Fixed Route Trip	0.5%	0.5%	0.7%	0.6%
60 Minutes Longer than Fixed Route Trip	0.2%	0.3%	0.6%	0.4%

\* The data above (based on a sample of all trips) highlights the degree to which Access Paratransit trips are comparable in terms of travel time to trips of a similar distance, origin and destination taken on local fixed route transit. \*\*Data is recorded and entered at the close of each quarter.

<b>North County Trips Transferring at Olive View</b>	<b>Current</b>	<b>Previous Month</b>	<b>YTD-Average</b>
Antelope Valley to Transfer Point	407	355	374
Transfer Point to Antelope Valley	340	277	288
Santa Clarita to Transfer Point	122	105	123
Transfer Point to Santa Clarita	48	51	80

<b>RESERVATIONS PHONE REPORTING</b>			
Standards:			
Average Initial Hold Time <120 Seconds			
% of Calls On Hold Over 5 minutes <5%			
	<b>Current</b>	<b>Previous Month</b>	<b>YTD Average</b>
<b>Systemwide</b>			
Calls Answered	448,468	430,564	446,093
Average Initial Hold Time	57	67	73
% Of Calls On Hold More Than 5 minutes	2.9%	3.7%	4.9%
<b>SGT – Eastern Region</b>			
Calls Answered	107,758	106,175	110,005
Average Initial Hold Time	30	46	66
% of Calls on Hold More Than 5 minutes	1.1%	3.2%	5.6%
<b>GPI – Southern Region</b>			
Calls Answered	144,492	141,386	140,688
Average Initial Hold Time	75	89	79
% of Calls on Hold More Than 5 minutes	4.6%	4.8%	4.7%
<b>CTI – West – Central Region</b>			
Calls Answered	107,653	97,544	107,087
Average Initial Hold Time	23	33	63
% of Calls on Hold More Than 5 minutes	0.6%	1.9%	5.3%
<b>MV Transit – San Fernando Valley Region</b>			
Calls Answered	70,352	68,195	70,087
Average Initial Hold Time	91	82	74
% of Calls on Hold More Than 5 minutes	4.4%	3.5%	4.0%

<b>DT – Antelope Valley Region</b>			
Calls Answered	14,815	14,214	14,745
Average Initial Hold Time	79	86	89
% of Calls on Hold More Than 5 minutes	2.4%	3.3%	3.7%
<b>SCT – Santa Clarita Valley Region</b>			
Calls Answered	3,398	3,050	448,724
Average Initial Hold Time	71	86	76
% of Calls on Hold More Than 5 minutes	5.4%	7.3%	5.8%

<b>CUSTOMER SERVICE &amp; OPERATIONS MONITORING CENTER PHONE REPORTING</b> <u>*Standards:</u> Average Initial Hold Time <300 Seconds Average Call Duration<300 Seconds % of Calls on Hold Over 5 minutes <10% % Abandoned Calls <10%			
	<b>Current</b>	<b>Previous Month</b>	<b>YTD Average</b>
<b>Systemwide (CS and OMC)</b>			
Calls Answered	45,448	36,713	38,020
Average Initial Hold Time	66	143	260
Average Call Duration	215	221	215
% of Calls on Hold More Than 5 Minutes	5.3%	17.3%	33.8%
% of Abandoned Calls	5.5%	11.9%	18.6%
<b>Customer Service Center (CS)</b>			
<b>Access Services</b>			
Calls Answered	11,736	10,372	10,223
Average Initial Hold Time	50	66	275
Average Call Duration	220	224	235
% of Calls on Hold More Than 5 Minutes	2.2%	4.8%	34.9%
% of Abandoned Calls	1.9%	1.7%	15.3%
<b>Southland</b>			
Calls Answered	22,790	17,086	18,503
Average Initial Hold Time	80	219	293
Average Call Duration	207	214	201
% of Calls on Hold More Than 5 Minutes	7.8%	29.6%	38.8%
% of Abandoned Calls	7.8%	19.5%	21.1%

<b>Customer Service Total</b>			
Calls Answered	35,526	27,458	28,869
Average Initial Hold Time	70	161	286
Average Call Duration	211	218	213
% of Calls on Hold More Than 5 Minutes	5.9%	20.2%	37.3%
% of Abandoned Calls	5.9%	13.5%	19.1%
<b>Operations Monitoring Center (OMC)</b>			
<b>Access Services</b>			
Call Answered	6,441	6,895	6,983
Average Initial Hold Time	50	84	202
Average Call Duration	236	225	228
% of Calls on Hold More Than 5 minutes	2.1%	7.6%	25.7%
% of Abandoned Calls	3.1%	5.6%	18.4%
<b>Southland</b>			
Call Answered	3,481	2,360	2,168
Average Initial Hold Time	46	101	96
Average Call Duration	217	243	210
% of Calls on Hold More Than 5 minutes	5.3%	11.6%	11.1%
% of Abandoned Calls	5.8%	11.7%	10.1%
<b>Operations Monitoring Center Total</b>			
Call Answered	9,922	9,255	9,151
Average Initial Hold Time	49	88	180
Average Call Duration	229	230	224
% of Calls on Hold More Than 5 minutes	3.2%	8.6%	22.8%
% of Abandoned Calls	4.1%	7.2%	17.1%

\*Standards are applicable as of December 1, 2013.

## Eligibility Determinations

ADA Paratransit Evaluations		Current	Previous Month	YTD-Average
<b>Completed</b>				
	UNRESTRICTED	2,415	1,823	2,312
	RESTRICTED	742	548	638
	TEMPORARY	538	506	554
	NOT ELIGIBLE	444	297	391
<b>TOTAL</b>		<b>4,139</b>	<b>3,174</b>	<b>3,895</b>
Re-certifications (in Person)		1,276	1,030	1,088



New Applicants	2,863	2,144	2,807
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<b>Eligibility Renewals</b>			
Recertification Letters Sent	3,497	4,061	3,705
Process Time (avg.Days: Individ.)			
Evaluation to Mail Out (ADA<21 Days)	15	15	15
Scheduling Phone Call to Evaluation	7	7	10
Scheduling Phone Call to Mail Out	31	31	28

<b>ADA Paratransit Eligibility Appeals</b>	<b>Current</b>	<b>Previous Month</b>	<b>YTD-Average</b>
Appeals Requested	125	123	124
Closed	104	120	129
Withdrawn/Closed Before Completion	26	24	24
Pending	158	191	185
Increased	14	23	30
Decreased	0	3	4
Modified	13	9	8
Upheld	39	55	57
% Appeals not overturned	79%	63%	69%
<b>Net Denied Rate (Year-to-Date)</b>	10%	9%	9.3%
Process Time: Appeal Date to Mail Out ADA>30)	<b>10</b>	<b>10</b>	<b>9</b>

## PROVIDER REPORT CARD\*

<b>Systemwide</b>	<b>Current</b>	<b>Previous Month</b>	<b>YTD-Average</b>
Percentage of Trips On-Time	92.07%	91.90%	90.17%
Percentage of Late Trips	7.93%	8.09%	9.83%
Late "1" (1-15 min. late)	6.36%	6.39%	7.59%
Late "2" (16-30 min. late)	1.28%	1.38%	1.79%
Late "3" (31-45 min. late)	0.25%	0.26%	0.37%
Late "4" (>46 min. late)/Missed Trips	0.04%	0.07%	0.08%
No Shows	3.37%	3.64%	3.37%
Accessibility Violations - occurrences	0	0	0.6

Denied Trips -% of Next Day Trip Requests Denied	0.00%	0.00%	0.00%

<b>SGT – Eastern Region</b>	<b>Current</b>	<b>Previous Month</b>	<b>YTD-Average</b>
Percentage of Trips On-Time	93.19%	92.61%	90.52%
Percentage of Late Trips	6.81%	7.39%	9.48%
Late "1" (1-15 min. late)	5.42%	5.63%	6.99%
Late "2" (16-30 min. late)	1.10%	1.39%	1.88%
Late "3" (31-45 min. late)	0.27%	0.29%	0.49%
Late "4" (>46 min. late)/Missed Trips	0.02%	0.08%	0.12%
No Shows	3.53%	3.65%	3.43%
Accessibility Violations – occurrences	0	0	0.1
Denied Trips -% of Next Day Trip Requests Denied	0.00%	0.00%	0.00%

<b>CTI – West Central Region</b>	<b>Current</b>	<b>Previous Month</b>	<b>YTD-Average</b>
Percentage of Trips On-Time	91.12%	91.72%	90.28%
Percentage of Late Trips	8.88%	8.28%	9.72%
Late "1" (1-15 min. late)	6.67%	6.70%	7.48%
Late "2" (16-30 min. late)	1.78%	1.33%	1.81%
Late "3" (31-45 min. late)	0.36%	0.21%	0.36%
Late "4" (>46 min. late)/Missed Trips	0.07%	0.05%	0.07%
No Shows	4.25%	4.43%	4.19%
Accessibility Violations - occurrences	0	0	0
Denied Trips -% of Next Day Trip Requests Denied	0.00%	0.00%	0.00%

<b>GPI – Southern Region</b>	<b>Current</b>	<b>Previous Month</b>	<b>YTD-Average</b>
Percentage of Trips On-Time	92.64%	91.36%	90.57%
Percentage of Late Trips	7.36%	8.64%	9.43%
Late "1" (1-15 min. late)	6.09%	6.83%	7.45%
Late "2" (16-30 min. late)	1.09%	1.48%	1.68%
Late "3" (31-45 min. late)	0.15%	0.27%	0.27%
Late "4" (>46 min. late)/Missed Trips	0.02%	0.05%	0.03%

No Shows	3.14%	3.62%	3.27%
Accessibility Violations - occurrences	0	0	0.4
Denied Trips -% of Next Day Trip Requests Denied	0.00%	0.00%	0.00%

<b>MVT – Northern Next Day Trips</b>	<b>Current</b>	<b>Previous Month</b>	<b>YTD-Average</b>
Percentage of Trips On-Time	89.85%	91.47%	88.41%
Percentage of Late Trips	10.15%	8.53%	11.59%
Late "1" (1-15 min. late)	8.20%	6.86%	9.10%
Late "2" (16-30 min. late)	1.55%	1.37%	1.97%
Late "3" (31-45 min. late)	0.33%	0.23%	0.41%
Late "4" (>46 min. late)/Missed Trips	0.07%	0.06%	0.09%
No Shows	2.93%	3.11%	2.88%
Accessibility Violations - occurrences	0	0	0.0
Denied Trips -% of Next Day Trip Requests Denied	0.00%	0.00%	0.00%

<b>DT – Antelope Valley</b>	<b>Current</b>	<b>Previous Month</b>	<b>YTD-Average</b>
Percentage of Trips On-Time	93.60%	94.20%	91.81%
Percentage of Late Trips	6.40%	5.80%	8.19%
Late "1" (1-15 min. late)	5.53%	4.79%	6.56%
Late "2" (16-30 min. late)	0.76%	0.86%	1.27%
Late "3" (31-45 min. late)	0.07%	0.11%	0.24%
Late "4" (>46 min. late)/Missed Trips	0.05%	0.04%	0.12%
No Shows	3.44%	3.69%	3.27%
Accessibility Violations - occurrences	0	0	0
Denied Trips -% of Next Day Trip Requests Denied	0.00%	0.00%	0.00%

<b>SCT – Santa Clarita Valley</b>	<b>Current</b>	<b>Previous Month</b>	<b>YTD-Average</b>
Percentage of Trips On-Time	92.49%	94.46%	93.47%
Percentage of Late Trips	7.51%	5.54%	6.53%
Late "1" (1-15 min. late)	5.49%	4.40%	5.28%
Late "2" (16-30 min. late)	1.36%	0.73%	0.88%
Late "3" (31-45 min. late)	0.04%	0.31%	0.20%

Late "4" (>46 min. late)/Missed Trips	0.00%	0.09%	0.03%
No Shows	1.69%	2.14%	1.82%
Accessibility Violations - occurrences	0	0	0
Denied Trips -% of Next Day Trip Requests Denied	0.00%	0.00%	0.00%

## Customer Reported Service Complaints

Current Month	System	SGT Eastern Region	CTI West Central Region	GPI Southern Region	MVT San Fernando Valley	DT Antelope Valley Region	SCT Santa Clarita Valley
ADA	0	0	0	0	0	0	0
Animal	0	0	0	0	0	0	0
Booking	81	19	8	46	8	0	0
Conduct	188	55	23	66	30	6	0
Late 1	37	11	6	13	2	4	0
Late 2	35	4	6	13	7	1	0
Late 3	16	6	2	5	3	0	0
Late 4	17	2	6	5	3	1	0
Procedure	336	85	59	141	37	10	3
Risk Management	118	22	9	51	24	3	1
Routing	43	6	7	21	7	2	0
Wheelchair Securement	0	0	0	0	0	0	0
Service	27	5	5	9	5	0	0
Travel Time	45	4	7	24	8	2	0
Vehicle	19	4	0	11	3	0	0
TOTAL	962	223	138	405	137	29	4
Ratio per 1,000 Trips	4.0	3.8	3.8	5.1	2.9	3.4	1.4
Commendations	306	77	51	83	65	8	0

## Travel Training Statistics

<i>Travel Training, Fiscal Year 2013-2014</i>	<b>Dec-13</b>	<b>Jan-14</b>	<b>YTD</b>
<i>Accepted Travel Training</i>	21	16	119
<i>Waiting for Travel Training</i>	9	13	89
<i>Started Travel Training</i>	18	8	57
<i>Completed Travel Training</i>	21	16	119
<i>Discontinued Services</i>	0	0	1
<i>People Currently in Travel Training</i>	0	0	0
<i>Total Follow-up Response Month 2</i>	12	10	83
<i>#Graduates Using Bus After 2 Months</i>	9	9	64
<i>Average # of Trips per-week, Month 2</i>	7	6	43
<b><i>Estimated Bus Trips Taken</i></b>	<b>5,200</b>	<b>6,932</b>	<b>20,986</b>

\*Estimated Bus Trips Taken/YTD: For purposes of this calculation, we assume that individuals who report using the bus after two months will continue to do so. Bus trip statistics are calculated for each month by multiplying the number of graduates who report using the bus after 2 months by the average number of trips they report taking. This sum is then multiplied by the number of weeks that have passed in the fiscal year.

